

**OCCUPATIONAL OUTLOOK
REPORT
&
TRAINING DIRECTORY**



Fresno County

**For the Years
1998 1999 2000**



**FRESNO WORKFORCE
DEVELOPMENT BOARD**

Your Path To The Future

The California Cooperative

CCOIS

Occupational Information System

FRESNO COUNTY

Occupational Outlook Report 2000

The information presented in this Occupational Outlook Report (OOR) was collected, analyzed and disseminated through a partnership between staffs of the Fresno Workforce Development Board and the California State Employment Development Department, Labor Market Information Division (LMID). Technical guidance was provided by the California Cooperative Information Coordinating System. The purpose of this OOR is to provide information for labor market decisions, including personnel management, career counseling and selection, and vocational training program planning. Questions regarding the information in this report should be directed to Stephen G. Toews, FWDB Research Analyst at (559) 490-7174 or on line at stoews@jobsfresno.com (Additional Copies of the 2000 OOR are available for \$20 each)

Information in the Occupational Sections of this report applies specifically to Fresno County. The data contained in this report was collected from April 15th to August 30th in 1998, June 30th to August 30th in 1999, and from June 9th to August 11th in 2000. Local users of the occupational report selected the occupations presented for study and many are mentioned in the *acknowledgements* page of this report.

You may reach the sponsoring agencies at the following URLs:

- The Fresno Workforce Development Board (FWDB) www.jobsfresno.com
- The State of California Employment Development Department (EDD) www.edd.ca.gov
- California Occupational Information Coordinating Committee (COICC) www.soicc.ca.gov
- EDD Labor Market Information Division (LMID) www.calmis.ca.gov

For more information contact:
FRESNO WORKFORCE DEVELOPMENT BOARD
1999 Tuolumne St., Suite 700
FRESNO, CA 93721-1638
Ph: (559) 490-7101 Fax: (559) 233-9633

FRESNO WORKFORCE INVESTMENT BOARD AND CCOIS STAFF

The **FRESNO WORKFORCE DEVELOPMENT BOARD** works through the **FRESNO COUNTY WORKFORCE INVESTMENT BOARD**, serving as the lead agency in the local implementation of the **CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM (CCOIS)**

FCWIB BOARD OF DIRECTORS

ALICE SAVIEZ—CHAIRPERSON

LEONEL ALVARADO
JUAN ARAMBULA
PAUL BESSELIEVRE
JUDY CASE
DAVE DENHAM
MICHAEL DOZIER
RUTH EVANS
ROBERT FAIN, JR.

DIEGO HARO
D-B HEUSSER
BARRY KRIEBEL
PAT LA MONT
BROOKS LOCHART
MICHAEL McCANN
ROGER PALOMINO
DON PIERCE

JUDITH REDWINE
JOE RHODES
LEE SCHULTZ
ALAN SCOTT
RUSSELL SMITH
EDWARD STACY
KIRK VOGT
LARRY WILLEY

JOE WILLIAMS
JIM WILSON
MARK WILSON
ROBERT WOOD

EXECUTIVE STAFF OF THE FRESNO WORKFORCE DEVELOPMENT BOARD

CINDY MERZON—CHIEF EXECUTIVE OFFICER
ALEX BABIGIAN—CHIEF OPERATIONS OFFICER
PAT LOUDEN--CONTROLLER

LOCAL PROGRAM STAFF FROM THE FRESNO WORKFORCE DEVELOPMENT BOARD

STEPHEN G. TOEWS—RESEARCH ANALYST
ROSE A. CHAPA—RESEARCH ASSISTANT
MICHAEL E. KING—RESEARCH ASSISTANT
ANITA THOMAS-WEST—RESEARCH ASSISTANT
GRACE DeCASTRO—ACCOUNTANT

EMPLOYMENT DEVELOPMENT DEPARTMENT, CCOIS STAFF

TONY DiNAPOLI—RESEARCH ANALYST

Acknowledgements

Special thanks is given to the following groups and individuals for their contribution to this publication and to the more than 300 local employers who took their time to provide the information that made this report possible.

Participants and Contributors to the 2000 Occupational Selection

Carla Barnes, Employment Development Department/LMID
Dee Lockhart, San Joaquin Valley College
Tony DiNapoli, Employment Development Department /LMID
Ofelia Bergstrom, MTMA
Maria Paman, Employment Development Department /LMID
Mary Berglund, MTMA
Maria Agular, Proteus
Alex Babigian, FWDB
Charlezett Day, Fresno City College
Jim Clay, Vocational Management Systems
Robert Glaspie, Proteus, Inc.
Jeanie Spina, Fresno City College
Sherian Eckenrod, Fresno City College
Anne Cole, Employment & Temporary Assistance
Jan Waterman, Employment & Temporary Assistance

Kathleen Solano, Employment & Temporary Assistance
Kathy Smith Yang, Clovis Adult
Rick Trevino, MCed
Rick Walker, National Training Institute
Sheila Holmes, Employment Development Department
Sheila Mars, MCed
Fred Mora, Fresno Pacific University
Sandy Pinkerton, Fresno City College
Joy Bikangaga, Fresno Career Development Center
John T. Powell, National Training Institute
Rodger Baker, Employment & Temporary Assistance
Polly Holguin, EDC
Seanna Herring, MCed
Rick Rodriguez, Western Pacific Truck School
Rosie Cervantes, Employment Development Department

LOICC ADVISORY GROUP

Anne Cole, HSS/Employment & Temporary Assistance
Carla Barnes, Employment Development Department /LMID
Dee Lockhart, San Joaquin Valley College
Jan Waterman, Employment & Temporary Assistance
Sherian Eckenrod, Fresno City College
Kathleen Solano, Employment & Temporary Assistance

Kathy Smith Yang, Clovis Adult
Mary Berglund, MTMA Schools
Rick Trevino, MCed
Rick Walker, National Training Institute
Sheila Holmes, Employment Development Department
Sheila Mars, MCed

ADMINISTRATION, FUNDING AND TECHNICAL SUPPORT

Employment Development Department – Labor Market Information Division—Sacramento
California Occupational Information Coordination Committee (COICC) and its member agencies

Table of Contents

	Page		
Section 1: Introduction	2	SYSTEMS ANALYST – ELECTRONIC DATA PROC...	57-58
A Special Message for Readers and Users	2	TEACHERS – ELEMENTARY SCHOOL	59-60
Who is involved in the CCOIS?	3	TELEMARKETERS AND TELEPHONE SOLICITORS	61-62
Why Is This Research Conducted?	4	TRUCK DRIVERS – HEAVY OR TRACTOR TRAILER	63-64
		TRUCK DRIVERS – LIGHT, DELIVERY AND ROUTE	65-66
Section 2: Methodology	6	Section 5: 1999 Occupations Surveyed	68
Program Methodology	7	Terms and Abbreviations used in the 1999 report	70
How Was the Report Developed?	8	BILLING, COST, AND RATE CLERKS	71-72
		CHEMISTS-EXCEPT BIOCHEMISTS	73-74
Section 3: 98-2000 Occupations Surveyed	10	COMPUTER GRAPHICS SPECIALIST	75-76
Occupations Studied in Fresno, 1998—2000	11-13	COMPUTER NETWORK TECHNICIAN	77-78
		COOKS-SHORT ORDER	79-80
Section 4: 2000 Occupations Surveyed	14	DIETETIC TECHNICIANS	81-82
Terms and Abbreviations used in the 2000 report	16	EXCAVATING AND LOADING MACHINE OPERATORS	83-84
ACCOUNTANTS & AUDITORS	17-18	FIREFIGHTERS	85-86
ADMINISTRATIVE ASSISTANTS	19-20	HOSTS, HOSTESSES-RESTAURANT, LOUNGE...	87-88
BILL & ACCOUNT COLLECTORS	21-22	INDUSTRIAL TRUCK AND TRACTOR OPERATORS	89-90
BUS DRIVERS – SCHOOL	23-24	LAW CLERKS	91-92
CASHIERS	25-26	LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS	93-94
COUNTER & RENTAL CLERKS	27-28	LODGING MANAGERS	95-96
ELECTRICIANS	29-30	MAIDS AND HOUSEKEEPING CLEANERS	97-98
FILE CLERKS	31-32	MEDICAL & CLINICAL LAB ASSISTANTS	99-100
FIRST LINE PRODUCTION SUPERVISORS	33-34	MEDICAL & CLINICAL LAB TECHNOLOGIST	101-102
GENERAL OFFICE CLERKS	35-36	MEDICAL ASSISTANT	103-104
HEATING, A/C REFRIG. MECHANICS/INSTALLERS	37-38	NUMERICAL-CONTROL MACHINE-TOOL...	105-106
HUMAN SERVICE WORKERS	39-40	PHYSICAL THERAPISTS	107-108
INSTRUCTIONAL AIDES	41-42	RECREATIONAL THERAPISTS	109-110
LABORERS, LANDSCAPING & GROUNDSKEEPING	43-44	SALES AGENTS-REAL ESTATE	111-112
LEGAL SECRETARIES	45-46	SHEET METAL WORKERS	113-114
MACHINERY MAINTENANCE MECHANICS	47-48	SURGICAL TECHNICIANS	115-116
MAINTENANCE REPAIRERS – GENERAL UTILITY	49-50	VETERINARY ASSISTANTS	117-118
NURSE AIDES	51-52	VOCATIONAL & EDUCATIONAL COUNSELORS	119-120
PACKAGING & FILLING MACHINE OPERATORS...	53-54		
SECRETARIES, EXCEPT LEGAL AND MEDICAL	55-56		

Section 6: 1998 Occupations Surveyed	122
A Special Message for Readers and Users	123
Terms used in 98 report	124
Abbreviations used in 98 report	125
ASSEMBLERS AND FABRICATORS-EXCEPT...	127-128
AUTOMOTIVE BODY AND RELATED REPAIRERS	129-130
AUTOMOTIVE MECHANICS	131-132
BAKERS-BREAD AND PASTRY	133-134
BOOKKEEPING, ACCOUNTING AND AUDITING...	135-136
CABINETMAKERS AND BENCH CARPENTERS	137-138
COMPUTER SUPPORT SPECIALISTS	139-140
CORRECTIONS OFFICERS AND JAILERS	141-142
COURT CLERKS	143-144
DENTAL HYGIENISTS	145-146
FARMWORKERS, FARM AND RANCH ANIMALS	147-148
GUARDS AND WATCH GUARDS	149-150
HOTEL DESK CLERKS	151-152
INSURANCE CLAIMS CLERKS	153-154
LOAN AND CREDIT CLERKS	155-156
MACHINISTS	157-158
NURSE PRACTITIONERS	159-160
OCCUPATIONAL THERAPY ASSISTANTS AND ...	161-162
PARALEGAL PERSONNEL	163-164
PEST CONTROLLERS AND PEST CONTROL ...	165-166
PURCHASING AGENTS AND BUYERS, FARM	167-168
RECEPTIONISTS AND INFORMATION CLERKS	169-170
SECRETARIES-MEDICAL	171-172
SHERIFFS AND DEPUTY SHERIFFS	173-174
TELLERS	175-176

Section 7: Training Directory	178
Introduction	179
Part One: 1997-1999 Occupations Index	180-192
Part Two: 1999 Vocational Training Providers	193-203

SECTION 1

Introduction

A Special Message for Readers and Users

The Fresno Workforce Development Board and the State of California Employment Development Department, Labor Market Information Division, have made a substantial effort to ensure the accuracy of the information contained in this report. Agencies and staff are committed to high standards for research and to reliable labor market information for local users. The data is collected from local employers and training providers through the use of a survey instrument. The information collected generally represents conditions that exist at the time of the survey. No attempt is made to verify the accuracy of the data provided. It is for this reason that although measures are taken to provide meaningful information, the results should be used with care and prudence.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. Beginning in 1999, this report will not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages shown here reflect the minimum wage that was in effect at the time the occupations were surveyed. **The minimum wage in effect as of March 1st, 1998, is \$5.75 per hour. Surveys for this report were conducted from April 25th to August 30th in 1998, June 30th to August 30th in 1999 and June 9th to August 11th in 2000.** Percentage totals may not always add up to 100% due to rounding.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state agency staffs.

WHO IS INVOLVED IN THE CCOIS?

EMPLOYMENT DEVELOPMENT DEPARTMENT / LABOR MARKET INFORMATION DIVISION

The Employment Development Department (EDD), Labor Market Information Division (LMID), is the division responsible for the collection, analysis and dissemination of labor market information in California. LMID is also the contract administrator for the CCOIS program.

CALIFORNIA OCCUPATIONAL INFORMATION COORDINATING COMMITTEE

The California Occupational Information Coordinating Committee (COICC) is an inter-agency committee created by the state legislature to promote the development and use of a statewide occupational information system. The COICC played the key leadership role in developing the Training Component for the CCOIS and the Occupational Outlook Report. Committee members are:

Employment Development Department	California Trade and Commerce Agency	Department of Social Services
Chancellor's Office, Community Colleges	Department of Rehabilitation	Employment Training Panel
Council for Private Postsecondary & Voc. Ed.	COICC Staff	California Department of Education

FRESNO WORKFORCE DEVELOPMENT BOARD

The Fresno Workforce Development Board specializes in providing employment and job-training opportunities designed to develop a quality workforce necessary to support expanding jobs, reducing unemployment, and encouraging self-sufficiency. The Fresno Workforce Development Board receives its funding from the Department of Labor through the State of California Employment Development Department, Job Training Partnership Division. The FWDB partners with the CCOIS to conduct this study and prepare this report.

LOCAL OCCUPATIONAL INFORMATION COORDINATION COMMITTEE

The Local Occupational Information Coordinating Committee (LOICC) represents many of the potential users of this report. The purpose of the group is to assist FWDB in the selection of occupations for study and to provide leadership for the proper development and use of the occupational system in Fresno County. The following is a list of agencies and organizations that are represented on the LOICC.

Adult Education	Employment Training Panel	Private Vocational Schools
Apprenticeship	Local employers	Department of Rehabilitation
Community Colleges	FWDB	Regional Occupation Programs
Employment Development Department	TANF	FWDB Service Providers
Employment Generating Agencies		Labor Unions

WHY IS THIS RESEARCH CONDUCTED?

Seven Uses of CCOIS Reports

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

➤ **CAREER DECISIONS**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand and sources of employment and training.

➤ **SELECTION OF SKILLS TRAINING PROGRAMS AND SCHOOLS**

Training seekers, career counselors and employers can find information on training currently available in Fresno County for the occupations surveyed between 1998 and 2000. This report provides an easy to use, single source cross-reference between occupations and training.

➤ **PROGRAM PLANNING**

This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs or to plan new programs.

➤ **CURRICULUM DESIGN**

Training providers can assess and update their curriculum based on current employer needs and projected trends.

➤ **ECONOMIC DEVELOPMENT**

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates and wages useful in determining the potential for business growth and development in the local labor market area.

➤ **PROGRAM MARKETING**

Training providers can effectively market their programs by informing students, employers and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

➤ **HUMAN RESOURCE DEVELOPMENT**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve recruitment and assess the availability of qualified workers for business relocation or expansion purposes.

This report is to be used as a reference to base and support decisions for these and many other purposes. To maximize the value of this information, please contact the Fresno Workforce Development Board (559) 266-3742

SECTION 2

METHODOLOGY

PROGRAM METHODOLOGY

OVERVIEW

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. Local labor market research in California is conducted primarily for the local Service Delivery Area (SDA) as established by the Job Training Partnership Act (JPTA). The system is comprised of two components: Employment and Training. The Employment component utilizes the resources of the various agencies represented on the steering committee that directs the activities of the CCOIS to collect information on employment demand. Employment demand is determined by EDD projections of occupational size, occupational growth, if it is identified as a "Quality" occupation, and by the number of inquiries concerning specific jobs over the course of the year. The Training component, which is still being refined, was originally developed through the leadership of the California Occupational Information Coordinating Committee (COICC) and its Technical Work Group.

Basic Structure of the CCOIS & the Occupational Outlook Report

COMPONENTS:

I. EMPLOYMENT

II. TRAINING

SOURCE OF DATA:

Local employers & EDD/LMID

Local Vocational Training Providers

TYPES OF DATA:

DATA GROUP #1

DATA GROUP #2

DATA GROUP #3

EDD projections of occupational size & growth

Local employer surveys of specific job titles

List of Training Providers, CIP program titles, services and certifications from State Training Inventory, availability of JTPA approval courses and contact people from FWDB Training Directory; **for occupations surveyed between 1998 and 2000**

FINAL PRODUCT:

Fresno Occupational Outlook Report 2000

INDIVIDUAL SECTION HEADINGS

Occupational Summaries

Training Directory

Data groups #1 and #2

Data group #3

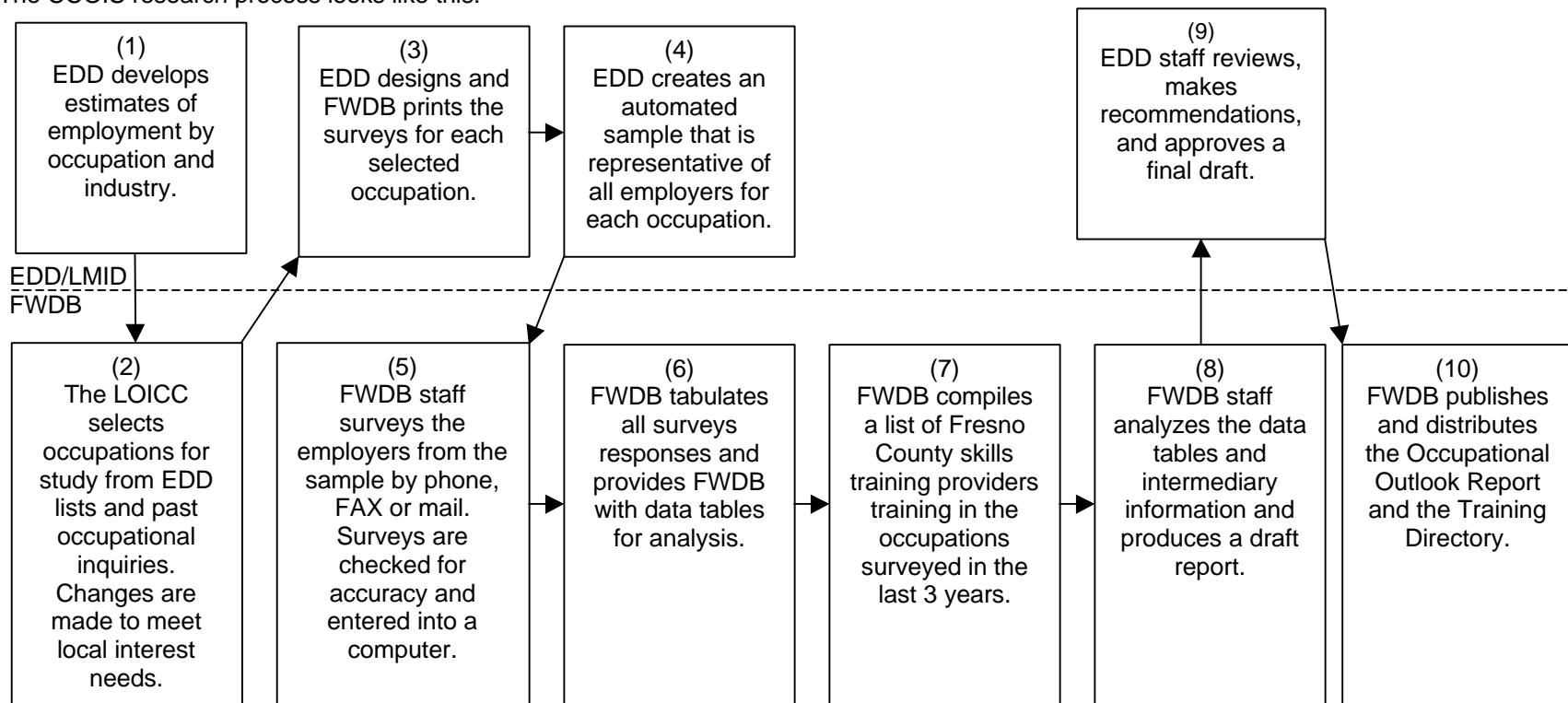
HOW WAS THE REPORT DEVELOPED?

The completion of each Occupational Outlook report is the result of a cooperative effort between the FWDB and EDD/LMID. Each party is responsible for the completion of certain assigned tasks.

FWDB tasks include selecting occupations for study, preparing and printing questionnaires, conducting the survey, analyzing the data produced from tables generated with LMID/CCOIS software, compiling information on training available for the occupations surveyed and producing and distributing the final report.

EDD/LMID provides technical support that includes developing employment by industry and occupation estimates, designing and maintaining computer software for printing the questionnaires and producing tabulations of survey results, providing a State Training Directory of training programs in the state and assisting FWDB staff. Additionally, EDD/LMID has established standards for interpretation of data that ensure that Occupational Outlook Reports from different areas are comparable.

The CCOIS research process looks like this:



SECTION 3

OCCUPATIONS SURVEYED

1998-2000

OCCUPATIONS STUDIED IN FRESNO, 1998 –2000

The following is a list of occupations that have been studied in 1998-2000. They are listed in alphabetical order. If there is an interest in a particular occupation from a previous year, it can be mailed or faxed to you at no cost. If you would like to have a complete report for a year previous to 1999, it can be purchased for \$10.00.

Occupation	OES #	Survey Year	Pages
Accountants & Auditors	211140	2000	17-18
Administrative Assistants	169167997	2000	19-20
Assemblers & Fabricators - Except Machine Operators	939560	98	127-128
Automotive Body & Related Repairers	853050	98	129-130
Automotive Mechanics	853020	98	131-132
Bakers- Bread & Pastry	650210	98	133-134
Bill and Account Collectors	535080	2000	21-22
Billing, Cost & Rate Clerks	553440	99	71-72
Bookkeeping, Accounting, & Auditing Clerks	553380	98	135-136
Bus Drivers – School	971110	2000	23-24
Cabinetmakers & Bench Carpenters	893110	98	137-138
Cashiers	490230	2000	25-26
Chemists-Except Biochemists	241050	99	73-74
Computer Graphics Specialist	030064997	99	75-76
Computer Network Technicians	033162996	99	77-78
Computer Support Specialists	251040	98	139-140
Cooks-Short Order	650350	99	79-80
Corrections Officers & Jailers	630170	98	141-142
Counter & Rental Clerks	490170	2000	27-28
Court Clerks	537020	98	143-144
Dental Hygienists	329080	98	145-146
Dietetic Technicians	325230	99	81-82
Electricians	872020	2000	29-30
Excavating & Loading Machine Operators	979230	99	83-84

Occupation	OES #	Survey Year	Pages
Farm Workers, Farm & Ranch Animals	798580	98	147-148
File Clerks	553210	2000	31-32
Firefighters	630080	99	85-86
First Line Supervisors & Manager/Supervisors-Production	810080	2000	33-34
General Office Clerks	553470	2000	35-36
Guards & Watch Guards	630470	98	149-150
Heating, A/C & Refrigeration Mechanics & Installers	859020	2000	37-38
Hosts, Hostesses - Restaurants, Lounge or Coffee Shop	650020	99	87-88
Hotel Desk Clerks	538080	98	151-152
Human Service Workers	273080	2000	39-40
Industrial Truck & Tractor Operators	979470	99	89-90
Instructional Aides	315211	2000	41-42
Insurance Claims Clerks	533110	98	153-154
Laborers, Landscaping and Groundskeeping	790410	2000	43-44
Law Clerks	283020	99	91-92
Legal Secretaries	551020	2000	45-46
Library Assistants & Bookmobile Drivers	539020	99	93-94
Loan & Credit Clerks	531210	98	155-156
Lodging Managers	150262	99	95-96
Machinery Maintenance Mechanics	851190	2000	47-48
Machinists	891080	98	157-158
Maids & Housekeeping Cleaners	670020	99	97-98
Maintenance Repairers – General Utility	851320	2000	49-50
Medical & Clinical Laboratory Assistants	329050	99	99-100
Medical & Clinical Laboratory Technologists	329020	99	101-102
Medical Assistants	660050	99	103-104
Medical Secretaries	551050	98	171-172
Numerical-Control Machine-Tool Operators & Tenders	915020	99	105-106
Nurse Aides	660080	2000	51-52
Nurse Practitioners	078267999	98	159-160
Occupational Therapy Assistants & Aides	660210	98	161-162
Packaging and Filling Machine Operators and Tenders	929749	2000	53-54
Paralegal Personnel	283050	98	163-164
Pest Controllers & Pest Control Assistants	670080	98	165-166
Physical Therapists	323080	99	107-108

Occupation	OES #	Survey Year	Pages
Purchasing Agents & Buyers, Farm	213050	98	167-168
Receptionists & Information Clerks	553050	98	169-170
Recreational Therapists	323170	99	109-110
Sales Agents-Real Estate	430080	99	111-112
Secretaries, Except Legal & Medical	551080	2000	55-56
Sheet Metal Workers	891320	99	113-114
Sheriffs & Deputy Sheriffs	630320	98	173-174
Surgical Technicians	329280	99	115-116
Systems Analysts – Electronic Data Processing	251020	2000	57-58
Teachers – Elementary School	313050	2000	59-60
Telemarketers & Telephone Solicitors	299357014	2000	61-62
Tellers	531020	98	175-176
Truck Drivers – Heavy or Tractor Trailer	971020	2000	63-64
Truck Drivers – Light, Delivery & Route Drivers	971050	2000	65-66
Veterinary Assistants	798060	99	117-118
Vocational & Educational Counselors	315140	99	119-120

SECTION 4

OCCUPATIONS SURVEYED IN 2000

25 OCCUPATIONS STUDIED

OES TITLE	OES CODE	PAGES
ACCOUNTANTS AND AUDITORS	211140	13-14
ADMINISTRATIVE ASSISTANTS	169167997	15-16
BILL AND ACCOUNT COLLECTORS	535080	17-18
BUS DRIVERS-SCHOOL	971110	19-20
CASHIERS	490230	21-22
COUNTER AND RENTAL CLERKS	490170	23-24
ELECTRICIANS	872020	25-26
FILE CLERKS	553210	27-28
FIRST LINE SUPERVISORS & MANAGER/SUPERVISORS-PRODUCTION	810080	29-30
GENERAL OFFICE CLERKS	553470	31-32
HEATING, A/C & REFRIGERATION MECHANICS & INSTALLERS	859020	33-34
HUMAN SERVICE WORKERS	273080	35-36
INSTRUCTIONAL AIDES	315211	37-38
LABORERS, LANDSCAPING AND GROUNDSKEEPING	790410	39-40
LEGAL SECRETARIES	551020	41-42
MACHINERY MAINTENANCE MECHANICS	851190	43-44
MAINTENANCE REPAIRERS – GENERAL UTILITY	851320	45-46
NURSE AIDES	660080	47-48
PACKAGING AND FILLING MACHINE OPERATORS AND TENDERS	929740	49-50
SECRETARIES, EXCEPT LEGAL AND MEDICAL	551080	51-52
SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING	251020	53-54
TEACHERS – ELEMENTARY SCHOOL	313050	55-56
TELEMARKETERS AND TELEPHONE SOLICITORS	299357014	57-58
TRUCK DRIVERS – HEAVY OR TRACTOR TRAILER	971020	59-60
TRUCK DRIVERS – LIGHT, DELIVERY AND ROUTE WORKERS	971050	61-62

TERMS AND ABBREVIATIONS USED IN THE 2000 REPORT

TERMS

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

A/C	Air Conditioning
CCOIS	California Cooperative Occupational Information System
CIP	Classification of Instructional Programs

ABBREVIATIONS

COICC	California Cooperative Information Coordinating Committee
CNA	Certified Nursing Aide
CPA	Certified Public Accountant
DMV	Department of Motor Vehicles
Ed	Education
EDD	Employment Development Department
Exc.	Excluding
FCC	Fresno City College
FWDB	Fresno Workforce Development Board
HVAC	Heating, Ventilation and Air Conditioning
HSS	Human Services System
JTPA	Job Training Partnership Act
LVN	Licensed Vocational Nurse
LMID	Labor Market Information Division
LOICC	Local Occupational Information Coordinating Committee
M/S	Microsoft
MCed	Microcomputer Education Center
MTMA	Management Training/Marketing Association
N/A	Not Applicable/Not Available
O*NET	Occupational Network
OES	Occupational Employment Statistics
OOH	Occupational Outlook Handbook
OOR	Occupational Outlook Report
PA	Public Accountant
P/R	Public Relations
Refrig.	Refrigeration
RN	Registered Nurse
SCCCD	State Center Community College District
TANF	Temporary Assistance to Needy Families
URL	Uniform Resource Locator
VMS	Vocational Management Services

ACCOUNTANTS AND AUDITORS

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

OES#211140

15 Respondents Representing 150 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	20%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	73%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	73	20	7	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	
If Required or Preferred: Will training substitute for experience?	36		64	c
Is Technical/Vocational Training Required?	36	0	64	d

a-Average experience required for employment is 35 months.

c-Employers allowed an average of 19 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 23 months in accounting.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Very difficult
<b>Inexperienced:</b>	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 3,870, very large

**7 year growth to 2002:** +370 employees

**7 year growth rate:** 9.6%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 10.3% annually. Employer hiring to fill openings from turnover accounted for less than one-half of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was 14%.

Many employers indicated that this occupation would remain stable over the next two years, an equal number believe it will grow. A few employers reported that it would decline.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$9.59-\$13.42	\$12.09
New, experienced	\$9.55-\$19.52	\$15.22
3 years with firm	\$12.15-\$24.74	\$17.26

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	7%	0%	0%
Dental	40%	0%	60%	7%	0%	0%
Vision	33%	0%	60%	7%	0%	0%
Life	67%	0%	27%	7%	0%	0%
Sick Leave	87%	7%	13%	0%	0%	0%
Vacation	100%	7%	0%	0%	0%	0%
Retirement	53%	7%	40%	0%	0%	0%
Child Care	7%	0%	7%	0%	7%	0%

Some employers offer 401K as retirement. A few employers offer cafeteria plans.

## EMPLOYING INDUSTRIES

Accounting, auditing & bookkeeping  
Federal government

## WORK HOURS

Full-time	40-60 hr/wk	All
Part-time	16-30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer floating time schedules and flex time. Long days are required during income tax time.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	33%
Newspaper Advertisements	67%
Private Employment Agencies	13%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	7%
Internet	27%
Colleges/Universities	27%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** Most accountant and auditor positions require at least a bachelor's degree in accounting or a related field. The State requires that new practitioners must be CPA's. Public Accountant (PA) licenses are only renewed; no new PA licenses are issued.

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want word processing and/or spreadsheet. Many want automated accounting systems software skills.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know current tax laws and accounting systems. The occupation is moving towards more specialization and electronic paperless accounting.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, many to management or supervisor positions, some to Sr. accountant and a few to Sr. CPA. Promotional needs named include job knowledge (both on-the-job and prior experience), people skills (interpersonal and communication) and supervisory ability.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 51% of this workforce. Alternate job titles include Controller and Financial Manager or Financial Analyst.

## ADMINISTRATIVE ASSISTANTS

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems. And answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

**Non-OES#169167997**

**15 Respondents Representing 87 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	33%
Associate (2 year) Degree	33%
Bachelor (4 year) Degree	27%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	60	33	7	a
If Required or Preferred: Is Experience in other occupations accepted?	64		36	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	47	0	53	d

a-Average experience required for employment is 26 months.

b-Other occupational experience named by employers includes an average of 24 months clerical or secretarial office experience.

c-Employers allowed an average of 29 months training to be substituted for work experience.

d- Types of training named include an average of 20 months in computer, secretarial/clerical, bookkeeping and documentation.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: Not Available

7 year growth to 2002: Not Available

7 year growth rate: Not Available

EMPLOYER RESPONSES

TURNOVER: 17.2% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 1%.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.50-\$11.99	\$8.29
Union	\$14.99-\$16.25	\$15.62
New, experienced	\$8.00-\$17.90	\$12.81
Union	\$16.25-\$18.51	\$16.58
3 years with firm	\$9.00-\$19.74	\$13.67
Union	\$17.68-\$21.44	\$19.76

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	7%	67%	0%	0%	0%
Dental	33%	7%	67%	0%	0%	0%
Vision	33%	7%	67%	0%	0%	0%
Life	47%	7%	40%	0%	0%	0%
Sick Leave	53%	7%	33%	0%	0%	0%
Vacation	87%	7%	0%	0%	0%	0%
Retirement	7%	0%	87%	7%	0%	0%
Child Care	7%	0%	0%	0%	0%	0%

Some employers offer a pension or 401K for retirement. A few offer long term disability.

EMPLOYING INDUSTRIES

Irrigation systems

Elementary and secondary schools

Public Administration: executive and legislative

WORK HOURS

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	60%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	7%
Trade Journals	7%
Internet	13%
Colleges/Universities	0%

Other: Local churches

GENERAL INFORMATION

≡ **SKILLS:** High school vocational education programs teach office skills and keyboarding. Various training providers offer 1-to-2 year office administration programs. Office skills are often acquired through on-the-job instruction by other employees or by equipment and software vendors. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all firms want word processing, most want spreadsheet, many want database and a few want desktop publishing. Programs most mentioned were Microsoft Office, Excel, PowerPoint and Access.

≡ **EMERGING TECHNOLOGY AND SKILLS:** The modern office requires working knowledge of E-mail and the Internet.

≡ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, almost as many do not promote. Some promote to management positions. Promotional needs mentioned include computer skills, P/R and customer service skills, analytical and organizational skills.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 92% of this workforce. 20% of employers are Union or subject to collective bargaining. Alternate job titles include Administrative Secretary and Executive Assistant.

BILL AND ACCOUNT COLLECTORS

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts.

OES #535080

16 Respondents Representing 123 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	13	13	75	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months in business finance, customer service or general office.

c-Employers allowed an average of 8 months training to be substituted for work experience.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 450, medium

7 year growth to 2002: +90 employees

7 year growth rate: 20%, much faster than average

#### EMPLOYER RESPONSES

TURNOVER: 30.1% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 9.8%.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$10.44	\$10.00
New, experienced	\$6.90-\$12.00	\$8.57
3 years with firm	\$8.63-\$13.85	\$11.03

Some employers pay bonuses and commissions.

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	38%	0%	56%	6%	0%	0%
Dental	25%	0%	50%	0%	0%	0%
Vision	19%	0%	50%	0%	0%	0%
Life	50%	0%	13%	0%	0%	0%
Sick Leave	88%	6%	0%	0%	0%	0%
Vacation	94%	6%	0%	0%	0%	0%
Retirement	44%	6%	31%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few offer IRA's or 401 K for retirement and/or profit sharing.

## EMPLOYING INDUSTRIES

Department stores  
Offices & clinics of medical doctors  
Adjustment & collection services  
Offices of health practitioners

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	20-30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	38%
Newspaper Advertisements	63%
Private Employment Agencies	19%
EDD	6%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	19%
Colleges/Universities	0%

Other: Word of mouth

## GENERAL INFORMATION

⌘ **SKILLS:** Employers seek those who know the billing process, telephone systems, speak well, are persistent and detail oriented. Experience in telemarketing or as a telephone operator is helpful. Employers may require certification through the American Collectors Association (ACA). (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many firms want word processing and spreadsheet, some want database. Programs most mentioned were EXCEL and MD4 (In-house program).

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Knowledge of computerized business systems.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions. Most promote to management or supervision positions. A few employers do not promote. Promotional skills needed include interpersonal skills and education; also beneficial were medical, insurance, billing or accounting backgrounds. Personal qualities mentioned for promotion in this occupation were reliability, personal responsibility and thoroughness.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 92% of this workforce. Alternate job titles include Billing Clerks, Customer Service Reps. Accounts Payable and Receivable Representative.

## BUS DRIVERS - SCHOOL

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

**OES#971110**

**15 Respondents Representing 356 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	80%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	33	33	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	87	0	13	d

a-Average experience required for employment is 8 months.

b-Other occupational experience named by employers includes an average of 3 months commercial driving.

c-Employers allowed an average of 2 months training to be substituted for work experience.

d- Types of training named include an average of 2 months in bus driver certification classes and 20 hours behind the wheel training. Drivers must pass DMV testing and have a valid class 2 license.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 650, medium

7 year growth to 2002: +140 employees

7 year growth rate: 21.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 13.2% annually. Employer hiring to fill openings from turnover accounted for more than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 2%. Most employers indicated that this occupation would remain stable over the next two years, many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.50-\$12.46	\$10.12
Union	\$10.45-\$12.22	\$11.00
New, experienced	\$6.00-\$12.46	\$9.66
Union	\$11.11-\$11.81	\$11.45
3 years with firm	\$7.00-\$13.69	\$10.15
Union	\$11.52-\$14.16	\$12.46

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	0%	53%	13%	0%	0%
Dental	27%	7%	47%	13%	7%	0%
Vision	27%	7%	47%	13%	7%	0%
Life	20%	0%	33%	13%	13%	0%
Sick Leave	40%	13%	40%	13%	0%	0%
Vacation	67%	20%	0%	0%	0%	0%
Retirement	20%	0%	53%	20%	0%	0%
Child Care	7%	0%	7%	0%	0%	0%

EMPLOYING INDUSTRIES

School buses
Elementary & secondary schools
Child day care services

WORK HOURS

Full-time	20-40 hr/wk	Almost all
Part-time	5-30 hr/wk	Many
Temporary	15-35 hr/wk	Some
Seasonal	40 hr/wk	Few

Many schools report a variety of odd work hours, multiple split shifts, AM then PM, etc. School bus driver employees work shifts that are designed around school hours.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Advertisements	87%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	40%
Trade Journals	0%
Internet	0%
Colleges/Universities	20%

Other: Postings at schools and on buses

GENERAL INFORMATION

⌘ **SKILLS:** All drivers must comply with Federal regulations and any State regulations that exceed Federal Requirements, pass a written test and demonstrate they can operate a bus safely. Federal Regulations require that drivers must be at least 21 years old, pass a drug test as a condition for employment, undergo periodic random drug tests while on duty and pass a physical examination at least once every two years. Drivers must be able to read road signs and to communicate with the public and with law enforcement officers. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Some employers want word processing and/or database software skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to a higher level position; most to bus driver instructors, some to transportation supervisors, managers and dispatchers. Employers most frequently identified leadership skills, good driving experience and driving record, ability to work with children, office and organizational skills as what was needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 53% of this workforce. 53% of the employers are Union or subject to collective bargaining.

CASHIERS

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

OES#490230

16 Respondents Representing 862 Employees in Fresno County

EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	50%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	19	50	31	a
If Required or Preferred: Is Experience in other occupations accepted?	91		9	b
If Required or Preferred: Will training substitute for experience?	64		36	c
Is Technical/Vocational Training Required?	6	13	81	

a-Average experience required for employment is 7 months.

b-Other experience named by employers includes an average of 6 months in customer service, sales or counter clerk.

c-Employer comments came to an average of 3 months training.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 6,510, very large

**7 year growth to 2002:** +930 employees

**7 year growth rate:** 14.3%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 39.7% annually. Employer hiring to fill openings from turnover accounted for just over four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was under 9%. Most employers indicated that this occupation would remain stable over the next two years, some reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.49	\$5.75
New, experienced	\$5.75-\$7.50	\$6.37
3 years with firm	\$5.75-\$9.00	\$7.00

A few employers pay bonuses

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	19%	6%	31%	13%	0%	0%
Dental	19%	6%	25%	6%	0%	0%
Vision	13%	6%	19%	6%	0%	0%
Life	25%	6%	19%	0%	0%	6%
Sick Leave	13%	13%	6%	6%	0%	0%
Vacation	50%	38%	0%	0%	0%	0%
Retirement	13%	6%	31%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer retirement, 401K or pension plans

## EMPLOYING INDUSTRIES

Eating places

Grocery stores

Drug stores and propriety stores

Department stores

Gasoline service stations

## WORK HOURS

Full-time	32-40 hr/wk	Most
Part-time	8-32 hr/wk	Almost all
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer long shifts or have odd-hours for day and night shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	69%
Newspaper Advertisements	44%
Private Employment Agencies	6%
EDD	19%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	6%
Colleges/Universities	13%

Other: In store bulletins and adds

## GENERAL INFORMATION

⌘ **SKILLS:** Cashiers tend to be entry-level positions requiring little or no previous work experience. Nearly all cashiers are trained on the job. Cashiers need basic arithmetic skills, should be neat in appearance and be able to deal tactfully and pleasantly with customers. Experience in typing, selling or handling money is desirable. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None given.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level management or supervisory positions. A few promote to service positions. Employers most frequently identified interpersonal customer service skills and knowledge of the business as what was most needed for promotion. Other skills named were supervisory, management, leadership and communication.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 69% of this workforce. 6% of employers are Union or subject to collective bargaining. Alternate job title includes sales associate.

## COUNTER AND RENTAL CLERKS

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

OES#490170

15 Respondents Representing 125 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	53%
High School or Equivalent	40%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	7%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	7	40	53	a
If Required or Preferred: Is Experience in other occupations accepted?	86		14	b
If Required or Preferred: Will training substitute for experience?	71		29	c
Is Technical/Vocational Training Required?	13	7	80	d

a-Average experience required for employment is 6 months.

b-Other experience named by employers includes an average of 8 months as a cashier or in customer service.

c-Employers allowed an average of 4 months training to be substituted for work experience.

d-Training time named came to an average of 26 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 900, large

7 year growth to 2002: +160 employees

7 year growth rate: 17.8%, faster than average

EMPLOYER RESPONSES

TURNOVER: 50.4% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just under 24%.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.75	\$5.75
New, experienced	\$5.75-\$8.00	\$6.00
3 years with firm	\$5.75-\$13.00	\$7.00

A few employers pay bonuses

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	29%	0%	29%	14%	7%	0%
Dental	14%	0%	29%	14%	7%	0%
Vision	7%	0%	29%	7%	7%	0%
Life	21%	0%	7%	0%	7%	0%
Sick Leave	21%	0%	21%	0%	7%	0%
Vacation	71%	7%	0%	0%	0%	0%
Retirement	7%	0%	14%	0%	14%	7%
Child Care	0%	0%	7%	0%	0%	0%

EMPLOYING INDUSTRIES

Video tape rental

Dry-cleaning plants

Garment pressing & cleaners

Passenger car rental

WORK HOURS

Full-time	38-40 hr/wk	Most
Part-time	20-36 hr/wk	Most
Temporary	N/A	None
Seasonal	22 hr/wk	Few

Many employers offer long shifts or have odd-hours for day and night shifts.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	27%
Trade Journals	0%
Internet	7%
Colleges/Universities	7%

Other: Signs in store windows

GENERAL INFORMATION

⌘ **SKILLS:** Counter and Rental clerk jobs tend to be entry-level and requiring little or no experience and little formal education. Nearly all clerks are trained on the job. Clerks must become familiar with products and services of their company in order to give customers the best possible service. Clerks should enjoy working with people and deal tactfully with difficult customers. Good oral and written communication skills are essential. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers, although a few desire word processing skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, most to management. Employers most frequently identified customer service skills, job experience, management skills, good attitude and self-motivation as most needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 53% of this workforce Alternate job titles include Customer Service Representatives, sales staff, clerks and sales clerks.

ELECTRICIANS

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints.

OES#872020

15 Respondents Representing 331 Employees in Fresno County

EDUCATION required for employment

Less Than High School	13%
High School or Equivalent	80%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	93	0	7	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	53	0	47	d

a-Average experience required for employment is 34 months.

c-Average training time named by employers is 9 months.

d- Types of training named include an average of 20 months in electrical or electronics.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 710, medium

**7 year growth to 2002:** +70 employees

**7 year growth rate:** 9.9%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 5.4% annually. Employer hiring to fill openings from turnover accounted for just under one-fifth of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was just over 31%.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
Union	Insufficient Data	Insufficient Data
New, experienced	\$9.50-\$12.00	\$11.00
Union	\$9.84-\$25.00	\$20.67
3 years with firm	\$12.00-\$15.00	\$15.00
Union	\$10.25-\$27.96	\$24.80

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	60%	0%	20%	0%	0%	0%
Dental	53%	0%	13%	0%	0%	0%
Vision	33%	0%	20%	0%	0%	0%
Life	27%	0%	13%	0%	0%	0%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	13%	7%	47%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Electrical work

Special trade contractors

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	24 hr/wk	Few
Temporary	N/A	None
Seasonal	40 hr/wk	Few

A few employers also work swing shifts, graveyard, on call and rotating shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	53%
Newspaper Advertisements	60%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	33%
Walk-in Applicants	13%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** People can learn the electrical trade by completing an apprenticeship program. Others can learn informally by working as helpers for experienced electricians. High school courses in mathematics, electricity, electronics, mechanical drawing, science, and shop provide a good background. Applicants should be in good health and at least have average physical strength. Agility and dexterity are also important. Good color vision is needed because workers must frequently identify electrical wires by color. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Low voltage systems, computers and communication technology.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some do not promote. Most promote to foreman or supervisor; a few promote to master or A-electrician. Promotional needs include leadership & management skills, reliability & dependability and technical knowledge of the field through training or experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 40% of employers are union employers or subject to collective bargaining.

## FILE CLERKS

File Clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used, and locate and remove material from files when requested. They may be required to classify and file new material.

**OES#553210**

**15 Respondents Representing 229 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	67	13	20	a
If Required or Preferred: Is Experience in other occupations accepted?	83		17	b
If Required or Preferred: Will training substitute for experience?	75		25	c
Is Technical/Vocational Training Required?	20	0	80	d

a-Average experience required for employment is 7 months.

b-Other occupational experience named by employers includes an average of 7 months clerical or secretarial office experience.

c-Employers allowed an average of 5 months training to be substituted for work experience.

d- Types of training named include an average of 4 months in computer or clerical.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 690, medium

7 year growth to 2002: +50 employees

7 year growth rate: 7.2%, slower than average

EMPLOYER RESPONSES

TURNOVER: 14% annually. Employer hiring to fill openings from turnover accounted for four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 4%. Most employers indicated that this occupation would grow over the next two years, some reported it would remain stable and a few believe it will decline.

WAGES

Hourly Wages	Range	Median
New, no experience Union	\$6.00-\$8.50 N/A	\$8.08 N/A
New, experienced Union	\$7.00-\$9.00 \$9.22-\$10.32	\$7.88 \$10.00
3 years with firm Union	\$7.50-\$10.50 \$10.50-\$11.12	\$8.75 \$10.75

A few employers offer a bonus.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	47%	13%	0%	0%
Dental	40%	0%	47%	7%	0%	7%
Vision	27%	0%	47%	7%	0%	7%
Life	33%	0%	27%	7%	13%	7%
Sick Leave	73%	0%	0%	0%	0%	0%
Vacation	87%	13%	0%	0%	0%	0%
Retirement	13%	0%	47%	7%	13%	7%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K for retirement.

EMPLOYING INDUSTRIES

Legal services

Offices and clinics of medical doctors

Help supply services

WORK HOURS

Full-time	37-40 hr/wk	Almost all
Part-time	20 - 32	Some
Temporary	20 hr/wk	Few
Seasonal	N/A	None

A few employers offer a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	33%
Newspaper Advertisements	53%
Private Employment Agencies	20%
EDD	0%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	27%
Colleges/Universities	7%

Other: Word of mouth

GENERAL INFORMATION

⌘ **SKILLS:** File clerks responsibilities may include data entry, word processing, sorting mail, and operating copying machines. A growing number of file clerks are using computerized filing and retrieval systems. Those who have keyboarding and other secretarial skills and are familiar with a wide range of office machines, especially personal computers, should have better opportunities than less experienced applicants. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most firms want word processing and many want spreadsheet. Programs mentioned were WORD and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some to office manager or supervisor, office administration or assistant, or intake receptionist. Also mentioned were secretary, records and payroll. Promotions require computer skills, time management, accuracy and interpersonal communication.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 88% of this workforce. 20% of employers are Union or subject to collective bargaining. Alternate job titles include office assistant, office clerk and office specialist.

FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS

First Line Supervisors and Manager/Supervisors of Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing and personnel work. In addition, Manager/ Supervisors may also engage, in part, in the same production work as the workers they supervise.

OES#810080

15 Respondents Representing 220 Employees in Fresno County

EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	47%
Associate (2 year) Degree	27%
Bachelor (4 year) Degree	7%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	73	20	7	a
If Required or Preferred: Is Experience in other occupations accepted?	93		7	b
If Required or Preferred: Will training substitute for experience?	57		43	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 29 months.

b-Other occupational experience named by employers includes an average of 35 months in related manufacturing, production or food processing.

c-Average training time named by employers is 23 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 760, Medium

7 year growth to 2002: +30 employees

7 year growth rate: 3.9%, Slower than average

#### EMPLOYER RESPONSES

TURNOVER: 12.7% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 2%. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$9.00-\$10.00	\$9.59
New, experienced	\$7.00-\$22.83	\$11.51
3 years with firm	\$8.00-\$24.20	\$13.81

Compensation may increase by shift pay, overtime or bonuses. Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	53%	0%	0%	0%
Dental	27%	0%	47%	0%	13%	7%
Vision	20%	0%	47%	0%	0%	0%
Life	53%	0%	20%	0%	7%	0%
Sick Leave	53%	0%	13%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	60%	0%	20%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer a 401K plan.

## EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups  
Poultry slaughtering & processing  
Canned fruits and vegetables

## WORK HOURS

Full-time	32-65 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Most employers work swing or graveyard shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	47%
Employee Referrals	40%
Newspaper Advertisements	87%
Private Employment Agencies	40%
EDD	33%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	7%
Colleges/Universities	13%

## GENERAL INFORMATION

≡ **SKILLS:** Employers generally look for experience, job knowledge, organizational skills, and leadership qualities. Also emphasized is the ability to motivate employees, maintain high morale, and command respect. Applicants who are able to deal with different situations and a diverse work force are desired. Communication and interpersonal skills are also extremely important attributes. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing skills, some want database and/or spreadsheet. Programs mentioned were WORD and EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level management positions: production manager, technical service manager and plant operations manager were mentioned.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 30% of this workforce. Alternate job titles include production manager & supervisor, lead person & foreperson, shift supervisor & superintendent and plant manager & supervisor.

## GENERAL OFFICE CLERKS

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing.

OES#553470

15 Respondents Representing 154 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	87%
Associate (2 year) Degree	13%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	80	20	0	a
If Required or Preferred: Is Experience in other occupations accepted?	73		27	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	40	40	20	d

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 13 months clerical, office secretary, accounting or bookkeeping.

c-Training time named by employers is an average of 8 months.

d- Types of training named include an average of 10 months computer training, business training or an Associate degree.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 7580, Very large

7 year growth to 2002: +380 employees

7 year growth rate: 5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 31.8% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 6%.

Many employers indicated that this occupation would grow over the next two years, not as many reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	Insufficient Data	Insufficient Data
Union	Insufficient Data	Insufficient Data
New, experienced	\$6.00-\$10.00	\$8.00
Union	\$8.42-\$12.38	\$10.67
3 years with firm	\$6.75-\$13.02	\$10.00
Union	\$9.25-\$13.33	\$11.55

Some employers offer a bonus

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	0%	0%	0%
Dental	33%	0%	47%	0%	0%	0%
Vision	33%	0%	53%	0%	0%	0%
Life	33%	0%	40%	0%	7%	0%
Sick Leave	80%	0%	7%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	33%	0%	33%	0%	7%	0%
Child Care	0%	0%	7%	0%	7%	0%

A few employers offer a 401K plan for retirement.

EMPLOYING INDUSTRIES

Elementary and secondary schools

Local government

WORK HOURS

Full-time	38-60 hr/wk	All
Part-time	17-30 hr/wk	Some
Temporary	20 hr/wk	Few
Seasonal	40 hr/wk	Few

A few employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	40%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	20%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	7%
Trade Journals	0%
Internet	33%
Colleges/Universities	7%

GENERAL INFORMATION

⌘ **SKILLS:** Because general office clerks usually work with other office staff, they should be cooperative and be able to work as part of a team. They should have good communication skills and pay close attention to details. They must be willing to change with the needs of the work environment or take on additional responsibilities. Some employers require typing, basic computer skills, and other general office skills. Familiarity with computer word processing software and applications is becoming increasingly important. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most firms want word processing, many want spreadsheet, some want database. Programs most mentioned were EXCEL, WORD and M/S SUITE.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Information technology and computer knowledge.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions: some to secretary, accounts, billing or payroll, and a few to office management. Promotional skills needed include computer literacy skills, office management skills, and experience.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 94% of this workforce. 27% of the employers are union or subject to collective bargaining. Alternate job titles include Receptionist, Administrative or Office Assistant, Bookkeeper and Clerk Typist.

HEATING, AIR CONDITIONING, AND REFRIGERATION

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems.

OES#859020

16 Respondents Representing 130 Employees in Fresno County

EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	63%
Associate (2 year) Degree	13%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 44 months.

b-Other occupational experience named by employers includes an average of 18 months in plumbing or electrical repair.

c-Training time named by employers is an average of 23 months.

d- Types of training named include an average of 32 months HVAC school or Union training

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Very difficult

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants should encounter little or no competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 260, small

**7 year growth to 2002:** +70 employees

**7 year growth rate:** 26.9%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 10% annually. Employer hiring to fill openings from turnover accounted for just over one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was over 8%.

An equal number of employers indicated that this occupation would either remain stable or grow over the next two years.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.73	\$8.00
New, experienced	\$8.00-\$23.97	\$12.00
3 years with firm	\$7.65-\$23.97	\$16.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	94%	0%	6%	0%	0%	0%
Dental	63%	0%	6%	0%	0%	0%
Vision	44%	0%	6%	0%	0%	0%
Life	50%	0%	0%	0%	0%	0%
Sick Leave	19%	0%	0%	0%	0%	0%
Vacation	81%	0%	0%	0%	0%	0%
Retirement	50%	0%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K

## EMPLOYING INDUSTRIES

Plumbing, heating, air-conditioning  
Refrigeration service & repair

## WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers work swing shift, long hours or emergency hours.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	56%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	25%
Union Hall Referrals	25%
Walk-in Applicants	25%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## GENERAL INFORMATION

⌘ **SKILLS:** Because Refrigeration Mechanics frequently deal directly with the public, they should be courteous and tactful, especially when dealing with an aggravated customer. They also should be in good physical condition. Courses in shop math, mechanical drawing, applied physics and chemistry, electronics, blueprint reading, and computer applications provide a good background for those interested in entering this occupation. A basic understanding of microelectronics is becoming more important. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Environmental Protection Agency requirements, new electronics and environmental controls.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, some do not. Many promote to supervisory or management positions, a few promote to lead refrigeration technician or journeyman. Promotional needs mentioned were job knowledge, supervisory ability and experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 19% of employers are Union or subject to collective bargaining. Alternate job titles include Refrigeration Technician, Service Technician or Journeyman Installers.

## HUMAN SERVICE WORKERS

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services.

**OES#273080**

**15 Respondents Representing 617 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	40%
Associate (2 year) Degree	40%
Bachelor (4 year) Degree	7%
Graduate Study	7%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	53	13	a
If Required or Preferred: Is Experience in other occupations accepted?	92		8	b
If Required or Preferred: Will training substitute for experience?	15		85	
Is Technical/Vocational Training Required?	33	7	60	d

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months in social services, health care or medical care.

d- Types of training named include an average of 12 months clerical or computer software training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 660, medium

7 year growth to 2002: +130 employees

7 year growth rate: 19.7%, Much faster than average

EMPLOYER RESPONSES

TURNOVER: 23.2% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was under 9%.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.00	\$7.44
New, experienced	\$6.10-\$13.84	\$8.98
3 years with firm	\$6.15-\$14.50	\$10.00

Some employers pay bonus compensation.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	27%	7%	47%	7%	0%	0%
Dental	20%	7%	27%	7%	7%	0%
Vision	20%	7%	20%	7%	0%	0%
Life	33%	7%	7%	0%	0%	7%
Sick Leave	60%	7%	20%	7%	0%	0%
Vacation	80%	13%	0%	0%	0%	0%
Retirement	7%	0%	33%	7%	20%	7%
Child Care	20%	0%	7%	0%	7%	0%

Some employers offer a 401K plan or cafeteria plan.

EMPLOYING INDUSTRIES

Residential care

Individual & family services

Local government

WORK HOURS

Full-time	37-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	5-40 hr/wk	Few
Seasonal	N/A	None

Some employers work graveyard shifts, a few work swing shifts, are on call or work long hours

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	47%
Employee Referrals	47%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	20%
Colleges/Universities	27%

GENERAL INFORMATION

⌘ **SKILLS:** Because so many human services jobs involve direct contact with people who are vulnerable to exploitation or mistreatment, employers try to select applicants with appropriate personal qualifications. Relevant academic preparation is generally required and volunteer or work experience is preferred. A strong desire to help others, patience and understanding are highly valued characteristics. Other important personal traits include communication, organization, a strong sense of responsibility and the ability to manage time effectively. Applicants may need a valid driver's license and meet the Criminal Offense Record Investigation (CORI) requirement. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing, some want spreadsheet. Programs most mentioned were M/S WORD and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Computer skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions; some do not promote. Some promote to Counselors or Case Managers; a few promote to supervisor. Employers most often mentioned education & experience and written & oral communication as most important for promotion. Also mentioned were attendance and organization.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 77% of this workforce. 13% of the employers are union or subject to collective bargaining. Alternate job titles include Social Worker, Case Manager or Counselor.

INSTRUCTIONAL AIDES

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

OES#315211

16 Respondents Representing 1042 Employees in Fresno County

EDUCATION required for employment

Less Than High School	6%
High School or Equivalent	88%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	6	44	50	a
If Required or Preferred: Is Experience in other occupations accepted?	71		29	b
If Required or Preferred: Will training substitute for experience?	63		38	c
Is Technical/Vocational Training Required?	13	6	81	

a-Average experience required for employment is 8 months.

b-Other occupational experience named by employers includes an average of 4 months in child day care.

c-Average training time required for employment is 8 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** Not Applicable

**7 year growth to 2002:** Not Applicable

**7 year growth rate:** Not Applicable

#### EMPLOYER RESPONSES

**TURNOVER:** 10.7% annually. Employer hiring to fill openings from turnover accounted for just under two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was just under 4%.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.73	\$7.18
Union	\$6.00-\$9.93	\$7.58
New, experienced	\$6.00-\$8.73	\$7.53
Union	\$6.25-\$9.93	\$8.04
3 years with firm	\$7.00-\$8.95	\$7.91
Union	\$7.84-\$9.31	\$8.40

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	0%	25%	25%	0%	0%
Dental	31%	0%	19%	25%	0%	0%
Vision	25%	0%	19%	25%	0%	0%
Life	25%	0%	19%	13%	0%	6%
Sick Leave	31%	6%	13%	25%	0%	0%
Vacation	50%	25%	0%	0%	0%	0%
Retirement	31%	0%	6%	25%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Elementary & secondary schools  
Social services

## WORK HOURS

Full-time	30-40 hr/wk	Many
Part-time	3-30 hr/wk	Almost all
Temporary	13-22 hr/wk	Few
Seasonal	N/A	None

Some employers have employees working odd hour shifts, short work days and working evenings after school.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	38%
Employee Referrals	63%
Newspaper Advertisements	81%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	19%
Colleges/Universities	19%

Other: On site postings

## GENERAL INFORMATION

≡ **SKILLS:** Aides should enjoy working with children from a wide range of cultural backgrounds, and be able to handle classroom situations with fairness and patience. Aides also must demonstrate initiative and a willingness to follow a teacher's directions. They must have good oral and writing skills and be able to communicate effectively with students and teachers. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Some employers want word processing, a few want spreadsheet and desktop publishing. The program most mentioned was EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Various computer software and classes using new computer technology.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions: some to teacher or full time instructor or to a clerical position. Promotional skills needed include appropriate education, work well with children and adults, oral and written communication, experience and clerical skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 85% of this workforce. 44% of employers are Union or subject to collective bargaining. Alternate job titles include Teacher Aides and Tutors.

## LABORERS, LANDSCAPING AND GROUNDSKEEPING

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or a customer location. Workers typically perform a variety of tasks, which may include and combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing. Digging, raking, and sprinkler installation. Workers may help brick and stone masons.

**OES#790410**

**16 Respondents Representing 354 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	81%
High School or Equivalent	19%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	31	19	50	a
If Required or Preferred: Is Experience in other occupations accepted?	38		63	b
If Required or Preferred: Will training substitute for experience?	13		88	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 24 months in construction or maintenance.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 1370, large

7 year growth to 2002: +200 employees

7 year growth rate: 14.6%, faster than average

EMPLOYER RESPONSES

TURNOVER: 24% annually. Employer hiring to fill openings from turnover accounted for almost one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just under 30%.

Many employers indicated that this occupation would grow over the next two years, not as many reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.50	\$5.85
New, experienced	\$5.75-\$8.50	\$6.75
3 years with firm	\$7.25-\$10.75	\$8.25

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	13%	0%	13%	0%	7%	0%
Dental	13%	0%	0%	0%	7%	0%
Vision	7%	0%	0%	0%	0%	0%
Life	0%	0%	7%	0%	7%	0%
Sick Leave	27%	0%	0%	0%	0%	0%
Vacation	40%	0%	0%	0%	0%	0%
Retirement	0%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Lawn and garden services

WORK HOURS

Full-time	40-50 hr/wk	Almost all
Part-time	30 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	22-45 hr/wk	Few

A few employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	88%
Newspaper Advertisements	31%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

GENERAL INFORMATION

≡ **SKILLS:** Short-term on-the-job training usually is sufficient to teach new hires how to operate equipment such as mowers, trimmers, leaf blowers, small tractors, and follow correct safety procedures. Entry-level workers must be able to follow directions and learn proper planting procedures. If driving is an essential part of a job, employers look for applicants with a good driving record and some experience driving a truck. Workers who deal directly with customers must get along well with people. Employers also look for responsible, self-motivated individuals, since many gardeners and groundskeepers work with little supervision. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** Hardscaping—working with brick, cement, rocks, sidewalks, etc.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions. Some to supervisory positions some to crew chief or crew leader and some to foreman. A few promote to maintenance. Promotional needs named include management skills, knowledge of the job and long time experience.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 1% of this workforce. 6% of the employers are union or subject to collective bargaining. Alternate job titles include Gardener and Crewmember.

LEGAL SECRETARIES

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

OES#551020

17 Respondents Representing 126 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	82	6	12	a
If Required or Preferred: Is Experience in other occupations accepted?	53		47	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	24	18	59	d

a-Average experience required for employment is 27 months.

b-Other occupational experience named by employers includes an average of 34 months as a secretary, administrative assistant or have a legal background.

c-Average training time required for employment is 14 months.

d- Types of training named include an average of 15 months in an applicable field with legal training or computer software training.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 610, medium

**7 year growth to 2002:** +60 employees

**7 year growth rate:** 9.8%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 16.7% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported the year 2000 growth rate was under 9%.

Many employers indicated that this occupation would remain stable over the next two years, and not as many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$8.50-\$15.00	\$9.33
New, experienced	\$8.05-\$17.00	\$12.66
3 years with firm	\$10.36-\$20.71	\$15.53

Some employers offer a bonus

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	71%	0%	29%	6%	0%	0%
Dental	47%	0%	18%	6%	6%	0%
Vision	41%	6%	12%	0%	0%	0%
Life	71%	0%	0%	0%	6%	6%
Sick Leave	100%	6%	0%	0%	0%	0%
Vacation	100%	6%	0%	0%	0%	0%
Retirement	47%	0%	35%	0%	18%	12%
Child Care	0%	0%	0%	0%	6%	6%

## EMPLOYING INDUSTRIES

Legal services

## WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	20-25 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	12%
Employee Referrals	29%
Newspaper Advertisements	47%
Private Employment Agencies	41%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	6%
Internet	6%
Colleges/Universities	12%

Other: Word of Mouth

## GENERAL INFORMATION

≡ **SKILLS:** Secretaries should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Shorthand is necessary for some positions. Because secretaries must be tactful in their dealings with many different people, employers also look for good interpersonal skills. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing, a few want database and desktop publishing. Programs mentioned were WordPerfect and WORD.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Internet computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:** Many employers promote; almost as many do not promote. A few promote to paralegal, office manager, legal assistant or law clerk. Promotional skills mentioned include legal knowledge, legal training, communication skills and paralegal experience.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 98% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job title includes legal assistant and administrative assistant.

## MACHINERY MAINTENANCE MECHANICS

Machinery Maintenance Mechanics repair and maintain the operating condition of industrial production and processing machinery, printing machinery, and refinery and pipeline distribution systems. Their duties include repairing in accordance with diagrams, operating manuals, or manufacturer's specifications, machinery and mechanical equipment, such as pumps, conveyor systems, and motors.

**OES#851190**

**15 Respondents Representing 200 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	73%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	60	0	40	a
If Required or Preferred: Is Experience in other occupations accepted?	77		23	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	7	40	53	d

a-Average experience required for employment is 19 months.

b-Other occupational experience named by employers includes an average of 14 months in production maintenance or as a construction or manufacturing maintenance technician.

c-Average training time required for employment is 16 months.

d-Training named include an average of 15 months in trade school or vocational training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 490, medium

7 year growth to 2002: +80 employees

7 year growth rate: 16.3%, faster than average

EMPLOYER RESPONSES

TURNOVER: 17.5% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH Employers reported the year 2000 growth rate was under 5%.

Many employers indicated that this occupation would remain stable over the next two years, almost as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$14.06	\$11.00
Union	\$6.10-\$6.10	\$6.10
New, experienced	\$6.31-\$21.31	\$13.11
Union	\$6.10-\$18.00	\$12.50
3 years with firm	\$8.00-\$25.57	\$17.00
Union	\$10.00-\$22.00	\$14.05

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	53%	0%	47%	0%	0%	0%
Dental	53%	0%	33%	0%	7%	0%
Vision	47%	0%	33%	0%	0%	0%
Life	67%	0%	13%	0%	7%	0%
Sick Leave	60%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	40%	0%	33%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K; a few offer profit sharing

EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups

Poultry slaughtering and processing

Canned fruits and vegetables

Frozen fruits and vegetables

WORK HOURS

Full-time	37-60 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	48-60 hr/wk	Few

Almost all employers have a swing shift. Most have a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	80%
Employee Referrals	73%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	20%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

GENERAL INFORMATION

⌘ **SKILLS:** Mechanical aptitude and manual dexterity are important characteristics for workers in this trade. Good physical conditioning and agility are also necessary because repairers sometimes have to lift heavy objects or climb to reach equipment located high above the floor. High school courses in mechanical drawing, mathematics, blueprint reading, physics, and electronics are especially useful. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** A few employers want word processing, spreadsheet and/or database.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Technical skills, programmable logic controls

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions. Many to supervisor, maintenance lead or maintenance manager. Promotional needs most mentioned were management ability, technical knowledge of the job, people skills and good job performance.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 10% of this workforce. 27% of the employers are Union or subject to collective bargaining.

MAINTENANCE REPAIRERS – GENERAL UTILITY

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

OES#851320

17 Respondents Representing 82 Employees in Fresno County

EDUCATION required for employment

Less Than High School	59%
High School or Equivalent	41%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	71	24	6	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	44		56	c
Is Technical/Vocational Training Required?	0	18	82	

a-Average experience required for employment is 17 months.

b-Other occupational experience named by employers includes an average of 15 months in construction trade or as a utility worker.

c-Average training time required for employment is 21 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 2870, very large

**7 year growth to 2002:** +440 employees

**7 year growth rate:** 15.3%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 22% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported the year 2000 growth rate was just under 14%.

Most employers indicated that this occupation would remain stable over the next two years; some believe that it will grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.00	\$7.25
Union	\$10.60-\$10.60	\$10.60
New, experienced	\$5.75-\$10.00	\$8.00
Union	\$11.33-\$16.20	\$12.80
3 years with firm	\$7.00-\$13.00	\$10.93
Union	\$13.12-\$17.40	\$15.00

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	29%	0%	41%	0%	0%	0%
Dental	24%	0%	35%	0%	0%	0%
Vision	24%	0%	41%	0%	0%	0%
Life	18%	0%	35%	6%	0%	0%
Sick Leave	53%	0%	6%	0%	6%	0%
Vacation	71%	0%	0%	0%	0%	0%
Retirement	18%	0%	29%	0%	0%	0%
Child Care	0%	0%	0%	0%	6%	0%

## EMPLOYING INDUSTRIES

Elementary & secondary schools

Hotels & motels

Apartment building operators

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	5-28 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers have a swing shift, a few utilize a graveyard shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	35%
Employee Referrals	76%
Newspaper Advertisements	82%
Private Employment Agencies	0%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	6%
Walk-in Applicants	53%
Trade Journals	6%
Internet	6%
Colleges/Universities	12%

## GENERAL INFORMATION

⌘ **SKILLS:** High school courses in mechanical drawing, electricity, woodworking, blueprint reading, science and mathematics are useful. Mechanical aptitude, ability to use shop math and manual dexterity are important. Good health is necessary because the job involves much walking, standing, reaching and heavy lifting. Difficult jobs require problem-solving ability, and many positions require the ability to work without direct supervision. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

⌘ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions; some do not promote. Many promote to maintenance foreman or maintenance management positions. Promotional needs include job knowledge and technical skills.

⌘ **OTHER RELEVANT INFORMATION:** Male employees make up 100% of this workforce. 29% of the employers are Union or subject to collective bargaining. Alternate job titles include maintenance technicians and mechanics.

## NURSE AIDES

Nurse Aides work under the direction of nursing or medial staff to provide auxiliary services in the care of patients. Thy perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work.

**OES#660080**

**16 Respondents Representing 799 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	75%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	19	44	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	78		22	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 10 months.

b-Other occupational experience named by employers includes an average of 9 months as a CNA, in home health care or in a medical field.

c-Average training time required for employment is 6 months.

d-Types of training named by employers include an average of 6 months CNA or medical assistant.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 2230, very large

7 year growth to 2002: +480 employees

7 year growth rate: 21.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 45.3% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was under 7%.

Many employers indicated that this occupation would remain stable over the next two years, almost as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.71	\$6.89
New, experienced	\$5.75-\$8.50	\$6.89
3 years with firm	\$6.25-\$9.25	\$7.75

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	6%	75%	31%	0%	0%
Dental	19%	6%	69%	31%	0%	0%
Vision	19%	13%	63%	25%	0%	0%
Life	38%	19%	6%	6%	13%	6%
Sick Leave	75%	38%	6%	6%	0%	0%
Vacation	100%	50%	0%	0%	0%	0%
Retirement	19%	13%	38%	19%	6%	0%
Child Care	0%	0%	0%	0%	6%	6%

Some employers offer a 401K plan.

EMPLOYING INDUSTRIES

Skilled nursing care facilities
Nursing & personal care
General medical & surgical hospital

WORK HOURS

Full-time	32-42 hr/wk	Almost all
Part-time	20-32 hr/wk	Most
Temporary	10-20 hr/wk	Some
Seasonal	40 hr/wk	Few

Almost all work a swing shift; most work a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	38%
Newspaper Advertisements	75%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Applicants should be healthy, tactful, patient, understanding, emotionally stable, dependable and have a desire to help people. They should also be able to work as part of a team, have good communication skills and be willing to perform repetitive, routine tasks.

Nursing aide training courses cover body mechanics, nutrition, anatomy and physiology, infection control, communication skills and resident rights. Personal care skills such as how to help patients bathe, eat, and groom are also taught. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned software-charting training.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions: supervisory, LVN, CNA, RN. Promotional needs mentioned include education, work ethic, ambition and nursing skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 84% of this workforce. 19% of the employers are Union or subject to collective bargaining. Alternate job titles include Nurses Assistants and Care Assistants.

PACKAGING AND FILLING MACHINE OPERATORS AND TENDERS

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment.

OES#929740

15 Respondents Representing 487 Employees in Fresno County

EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	20	47	33	a
If Required or Preferred: Is Experience in other occupations accepted?	78		22	b
If Required or Preferred: Will training substitute for experience?	70		30	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 7 months.

b-Other occupational experience named by employers includes an average of 8 months of manufacturing or assembly line experience.

c-Average training required for employment is 8 months.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 950, large

**7 year growth to 2002:** +90 employees

**7 year growth rate:** 9.5%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 25.1% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported the year 2000 growth rate was under 15%.

Many employers indicated that this occupation would remain stable over the next two years, and not as many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.50	\$6.65
Union	\$6.95-\$11.67	\$10.78
New, experienced	\$5.75-\$9.62	\$7.00
Union	\$9.59-\$11.67	\$10.78
3 years with firm	\$5.75-\$11.00	\$8.83
Union	\$11.94-\$16.00	\$13.80

A few employers pay bonuses

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	7%	7%	0%	0%
Dental	53%	0%	7%	0%	0%	0%
Vision	47%	0%	7%	0%	0%	0%
Life	47%	0%	0%	0%	0%	0%
Sick Leave	53%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	47%	7%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 401K plan, a few have a profit sharing plan.

## EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups  
Sausages & other prepared meats  
Bottled and canned soft drinks  
Canned fruits and vegetables  
Meat packaging plants  
Food preparations

## WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Some
Temporary	20-40 hr/wk	Few
Seasonal	20 hr/wk	Few

Many work swing shifts and graveyard shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	40%
Employee Referrals	80%
Newspaper Advertisements	53%
Private Employment Agencies	13%
EDD	40%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	27%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## GENERAL INFORMATION

⌘ **SKILLS:** Operation Monitoring, operation and control, equipment maintenance, repairing; **GENERAL WORK ACTIVITIES:** Handling and moving objects, controlling machines and processes, repairing and maintaining mechanical equipment. (Source: O*NET Dictionary of Occupational Titles)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None given.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some do not promote. Many promote to supervisory or leadman positions. Promotional needs most named were management and leadership ability, job knowledge, orientation to quality and detail, and be a team player.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 32% of this workforce. 20% of the employers are Union or subject to collective bargaining.

## SECRETARIES, EXCEPT LEGAL AND MEDICAL

Secretaries (except Legal and Medical) relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties.

OES#551080

16 Respondents Representing 32 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	75%
Associate (2 year) Degree	25%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	100	0	0	a
If Required or Preferred: Is Experience in other occupations accepted?	56		44	b
If Required or Preferred: Will training substitute for experience?	38		63	c
Is Technical/Vocational Training Required?	63	13	25	d

a-Average experience required for employment is 26 months.

b-Other occupational experience named by employers includes an average of 22 months in clerical, general office or education fields.

c-Average training time required for employment is 12 months.

d-Types of training named by employers include an average of 12 months computer or secretarial training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	N/A

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

All employers reported that prior experience is required for employment. None of the firms surveyed would hire inexperienced workers.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 4370, very large

7 year growth to 2002: 430 employees

7 year growth rate: 9.8%, slower than average

EMPLOYER RESPONSES

TURNOVER: 9.4% annually. Employer hiring to fill openings from turnover accounted for over one-third of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was over 10%.

Most employers indicated that this occupation would remain stable over the next two years, some reported that it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$6.47-\$15.21	\$10.76
3 years with firm	\$7.19-\$19.83	\$12.83

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	0%	0%	0%
Dental	38%	0%	38%	0%	0%	0%
Vision	38%	0%	31%	0%	0%	0%
Life	56%	0%	13%	0%	0%	0%
Sick Leave	88%	0%	6%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	31%	0%	44%	0%	6%	0%
Child Care	0%	0%	6%	0%	0%	0%

EMPLOYING INDUSTRIES

Elementary & secondary schools

Real estate agents & managers

Offices & clinics of medical doctors

WORK HOURS

Full-time	35-43 hr/wk	All
Part-time	20-25 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	38%
Newspaper Advertisements	81%
Private Employment Agencies	13%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	13%
Colleges/Universities	13%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Secretaries should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Shorthand is necessary for some positions. Because secretaries must be tactful in their dealings with many different people, employers also look for good interpersonal skills. Discretion, good judgment, organizational ability, and initiative are especially important for higher-level secretarial positions. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing, almost all want spreadsheet, and a few want database and/or desktop publishing. Programs mentioned were EXCEL, WORD, WordPerfect, PowerPoint and M/S Office.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Information technology computer skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, some do not promote. Some promote to management or administrative assistant. Computer skill was the most mentioned promotional need.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 100% of this workforce. 13% of the employers are Union or subject to collective bargaining. Alternate job titles include Administrative Assistant, Executive Assistant, and Office Assistant.

SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems.

OES#251020

16 Respondents Representing 39 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	25%
Associate (2 year) Degree	31%
Bachelor (4 year) Degree	44%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	88	0	13	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	b
If Required or Preferred: Will training substitute for experience?	29		71	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 36 months.

b-Other occupational experience named by employers is an average of 36 months.

c-Average training time required for employment is 23 months.

d-Types of training named by employers include an average of 22 months in computer technology.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 320, medium

**7 year growth to 2002:** +170 employees

**7 year growth rate:** 53.1%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 17.9% annually. Employer hiring to fill openings from turnover accounted for more than two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported the year 2000 growth rate was just over 8%.

Many employers indicated that this occupation would remain stable over the next two years, not as many believe it will grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$15.09-\$15.25	\$15.17
New, experienced	\$10.36-\$21.58	\$17.02
3 years with firm	\$11.51-\$25.45	\$20.91

A few employers pay bonuses

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	0%	0%	0%
Dental	50%	0%	38%	0%	0%	0%
Vision	50%	0%	25%	0%	0%	0%
Life	63%	0%	19%	0%	13%	0%
Sick Leave	94%	0%	0%	0%	0%	0%
Vacation	94%	0%	0%	0%	0%	0%
Retirement	38%	0%	56%	0%	6%	0%
Child Care	6%	0%	13%	0%	0%	0%

Some employers offer a 401K plan or savings plan.

## EMPLOYING INDUSTRIES

General medical & surgical hospitals  
 Local government  
 Management services  
 Federal government  
 Public Administration: executive and legislative combined

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	31%
Employee Referrals	31%
Newspaper Advertisements	75%
Private Employment Agencies	13%
EDD	25%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	19%
Internet	63%
Colleges/Universities	13%

## GENERAL INFORMATION

≡ **SKILLS:** Employers generally look for people who are familiar with programming languages, have broad knowledge and experience with computer systems and technologies, strong problem-solving and analysis skills, and good interpersonal skills. System analysts must think logically, have good communication skills and deal with a number of tasks simultaneously. The ability to concentrate and pay close attention to detail is important. Computer specialists may work independently or in teams on large projects. They must be able to communicate effectively with computer personnel, such as programmers and managers, as well as with users or other staff who may have no technical computer background. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want word processing, most want spreadsheet, many want database and some want desktop publishing. Programs most mentioned were M/S systems, UNIX, EXCEL, AS400 and Windows.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Internet, networks, and current technology.

≡ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, many don't promote. Many promote to MIS manager or director. Management skills, computer knowledge, and experience were the most mentioned promotional needs.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 31% of this workforce. 6% of employers are Union or subject to collective bargaining. Alternate job titles include System Specialists and Management Information System Technologists.

## TEACHERS – ELEMENTARY SCHOOL

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills.

**OES#313050**

**16 Respondents Representing 2837 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	6%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	88%
Graduate Study	6%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	19	38	44	a
If Required or Preferred: Is Experience in other occupations accepted?	22		78	b
If Required or Preferred: Will training substitute for experience?	56		44	c
Is Technical/Vocational Training Required?	19	0	81	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes an average of 9 months working with children in child development.

c-Average training time is 55 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 4390, very large

7 year growth to 2002: 690 employees

7 year growth rate: 15.7%, faster than average

EMPLOYER RESPONSES

TURNOVER: 7.9% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 1%.

Many employers indicated that this occupation would grow over the next two years, not as many reported that it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$10.00-\$18.44	\$14.22
Union	\$13.94-\$16.99	\$15.29
New, experienced	\$7.00-\$18.44	\$10.00
Union	\$14.62-\$17.21	\$16.15
3 years with firm	\$7.25-\$18.44	\$12.56
Union	\$15.14-\$20.50	\$17.32

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	31%	6%	50%	13%	0%	0%
Dental	31%	13%	44%	13%	0%	0%
Vision	31%	13%	44%	13%	0%	0%
Life	13%	6%	19%	13%	13%	0%
Sick Leave	44%	19%	25%	13%	6%	6%
Vacation	31%	19%	0%	0%	0%	0%
Retirement	13%	0%	56%	31%	0%	0%
Child Care	0%	0%	0%	6%	0%	0%

EMPLOYING INDUSTRIES

Elementary and secondary schools
Schools and educational services
Child day care services

WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	5-23 hr/wk	Many
Temporary	20 hr/wk	Few
Seasonal	N/A	None

A few employers offer afternoon or after school hours

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	31%
Newspaper Advertisements	69%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	25%
Colleges/Universities	94%

Other: Job fairs

GENERAL INFORMATION

≡ **SKILLS:** In addition to being knowledgeable in their subject, the ability to communicate, inspire trust and confidence, and motivate students, as well as understanding their educational and emotional needs, is essential for teachers. Teachers must be able to recognize and respond to individual differences in students, and employ different teaching methods that will result in high student achievement. They also should be organized, dependable, patient, and creative. Teachers must also be able to work cooperatively and communicate effectively with other teaching staff, support staff, parents, and other members of the community. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** Some employers desire word processing and computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some to administration or to a resource teacher. The most mentioned promotional needs were appropriate education and credentials, leadership ability, job knowledge and people skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 74% of this workforce. 56% of the employers are Union or subject to collective bargaining.

TELEMARKETERS AND TELEPHONE SOLICITORS

Telemarketers and Telephone Solicitors solicit orders for merchandise or services over telephone: Calls prospective customers to explain type of service or merchandise offered. Quotes prices and tries to persuade customer to buy, using prepared sales talk. Records names, addresses, purchases, and reactions of prospect solicited. Refers orders to other workers for filling. Keys data from order card into computer, using keyboard. May develop lists of prospects from city and telephone directories. May type report on sales activities. May contact Driver, Sales Route to arrange delivery of merchandise.

OES#299357014

14 Respondents Representing 309 Employees in Fresno County

EDUCATION required for employment

Less Than High School	21%
High School or Equivalent	64%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	7%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	36	36	29	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	40		60	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 7 months in customer service.

c-Average training time named by employers is 10 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: Not Available

7 year growth to 2002: Not Available

7 year growth rate: Not Available

#### EMPLOYER RESPONSES

TURNOVER: 45.6% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 19%.

Many employers indicated that this occupation would grow over the next two years. Not as many reported it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$11.51	\$7.00
New, experienced	\$5.75-\$14.38	\$8.74
3 years with firm	\$5.75-\$19.18	\$11.00

Some employers pay a bonus

## BENEFITS 93% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	31%	0%	31%	8%	8%	0%
Dental	23%	0%	31%	8%	8%	0%
Vision	23%	0%	23%	8%	8%	0%
Life	23%	0%	8%	8%	8%	0%
Sick Leave	38%	0%	8%	8%	8%	0%
Vacation	54%	8%	0%	0%	0%	0%
Retirement	31%	0%	15%	8%	8%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Radio broadcasting stations

Business services

## WORK HOURS

Full-time	30-52 hr/wk	Most
Part-time	20-30 hr/wk	Some
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Some employers have a swing shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	29%
Employee Referrals	57%
Newspaper Advertisements	64%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	14%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%

Other: Word of mouth and job fairs

## GENERAL INFORMATION

⌘ **SKILLS:** Persuasion, service orientation. (Source: O*NET Dictionary of Occupational Titles)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, some want database and a few want desktop publishing.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Internal computer Networks.

⌘ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, some do not promote. Many promote to management or supervisory positions; a few promote to ad sales. Promotional needs mentioned include a good work ethic, successful sales-job skills, communication, managerial skills and good writing skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 56% of this workforce. Alternate job title includes sales representative.

## TRUCK DRIVERS – HEAVY OR TRACTOR TRAILER

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

**OES#971020**

**15 Respondents Representing 544 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	47%
High School or Equivalent	53%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	87	13	0	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	40		60	c
Is Technical/Vocational Training Required?	29	0	71	d

a-Average experience required for employment is 18 months.

b-The average amount of occupational training time given by employers was 15 months.

c-Average training time is 7 months.

d-Training time named by employers averages 3 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Insufficient data

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 3410, very large

7 year growth to 2002: +130 employees

7 year growth rate: 3.8%, slower than average

EMPLOYER RESPONSES

TURNOVER: 37.5% annually. Employer hiring to fill openings from turnover accounted for almost three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 16%.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	Insufficient Data	Insufficient Data
New, experienced	\$7.00-\$15.34	\$10.00
3 years with firm	\$9.00-\$18.41	\$13.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	0%	0%	0%
Dental	40%	0%	13%	0%	0%	0%
Vision	40%	0%	7%	0%	7%	0%
Life	67%	0%	7%	0%	0%	0%
Sick Leave	47%	0%	0%	0%	0%	0%
Vacation	80%	7%	0%	0%	0%	0%
Retirement	40%	0%	20%	0%	13%	0%
Child Care	0%	0%	0%	0%	7%	0%

Some employers offer 401K.

EMPLOYING INDUSTRIES

Local trucking, without storage

Trucking, except local

WORK HOURS

Full-time	40-70 hr/wk	Almost all
Part-time	22-30 hr/wk	Some
Temporary	N/A	None
Seasonal	40-50 hr/wk	Few

Some company's dispatch hours will vary with demand

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	93%
Newspaper Advertisements	93%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	53%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

GENERAL INFORMATION

≡ **SKILLS:** State and Federal regulations govern the qualifications and standards for truckdrivers. Applicants must pass a written test on rules and regulations, and then demonstrate they can operate a commercial truck safely. Regulations require that drivers must be at least 21 years old and pass a physical examination once every two years. The main physical requirements include good hearing, 20/40 vision with or without glasses or corrective lenses, and a 70-degree field of vision in each eye. Drivers can not be colorblind. Drivers must have normal use of arms and legs and normal blood pressure. Drivers can not use any controlled substances, unless prescribed by a licensed physician. Persons with epilepsy or diabetes controlled by insulin are not permitted to be interstate truckdrivers. Federal regulations also require employers to test their drivers for alcohol and drug use as a condition of employment, and require periodic random tests while on duty. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers mentioned the need for knowledge of the most recent rules of the road.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, many do not promote. Most promote to dispatcher, supervision or management. Promotional needs mentioned include management and people skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 8% of this workforce. 13% of the employers are Union or subject to collective bargaining. Alternate job titles include Big Rig or Transport Driver.

TRUCK DRIVERS, LIGHT – INCLUDE DELIVERY AND ROUTE

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks.

OES#971050

18 Respondents Representing 160 Employees in Fresno County

EDUCATION required for employment

Less Than High School	44%
High School or Equivalent	56%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	17	17	67	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes an average of 12 months in warehousing.

c-Average training time is 12 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 2790, very large

7 year growth to 2002: +250 employees

7 year growth rate: 9%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 22.5% annually. Employer hiring to fill openings from turnover accounted for over four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just over 5%.

Almost all employers indicated that this occupation would remain stable over the next two years.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.00	\$6.00
New, experienced	\$5.75-\$9.21	\$6.75
3 years with firm	\$5.75-\$10.36	\$8.00

## BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	35%	0%	41%	6%	0%	0%
Dental	18%	0%	41%	0%	6%	0%
Vision	12%	0%	18%	0%	6%	0%
Life	41%	0%	6%	0%	6%	0%
Sick Leave	29%	0%	0%	0%	0%	0%
Vacation	76%	0%	0%	0%	0%	0%
Retirement	18%	6%	12%	0%	0%	0%
Child Care	0%	0%	6%	0%	0%	0%

Some employers a 401K plan

## EMPLOYING INDUSTRIES

Eating places  
Florists  
Courier services, except by air  
General automotive repair shops  
Local trucking, without storage  
New & used car dealers

## WORK HOURS

Full-time	35-58 hr/wk	Most
Part-time	20-25 hr/wk	Some
Temporary	10-40 hr/wk	Few
Seasonal	N/A	None

Some employers work swing shifts

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	89%
Newspaper Advertisements	78%
Private Employment Agencies	11%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	61%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

## GENERAL INFORMATION

⌘ **SKILLS:** Applicants must pass a written test on rules and regulations, and then demonstrate they can operate a truck safely. Because drivers often deal directly with company's customers, they must get along well with people. For jobs as driver-sales workers, employers emphasize the ability to speak well, a neat appearance, self-confidence, initiative, and tact. Employers also look for responsible self-motivated individuals able to work with little supervision. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers do promote; some do not promote to higher level positions. Some promote to parts or sales counter positions. A few promote to shift supervisors and leaders or warehouse and shipping clerks. The most mentioned promotional needs include knowledge of the job and knowledge of the product.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 12% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job titles include delivery drivers and parts drivers.



# **SECTION 5**

## **OCCUPATIONS SURVEYED**

### **1999**



## TERMS AND ABBREVIATIONS USED IN THE 1999 REPORT

### TERMS

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

#### When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

#### When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

& And

### ABBREVIATIONS

<b>ADA</b>	American Dental Association
<b>CCOIS</b>	California Cooperative Occupational Information System
<b>CHS EC</b>	Central High School, East Campus
<b>CNC</b>	Computer Numerical Controlled
<b>E&amp;TA</b>	Employment and Temporary Assistance
<b>EDD</b>	Employment Development Department
<b>FCC</b>	Fresno City College
<b>FWDB</b>	Fresno Workforce Development Board
<b>hr</b>	hour
<b>Jr.</b>	Junior
<b>JTPA</b>	Job Training Partnership Act
<b>LAN</b>	Local Area Network
<b>LMID</b>	Labor Market Information Division
<b>LOICC</b>	Local Occupational Information Coordinating Committee
<b>N/A</b>	Not Applicable/Not Available
<b>NEC</b>	Not Elsewhere Coded
<b>O*NET</b>	Occupational Network
<b>OES</b>	Occupational Employment Statistics
<b>OOH</b>	Occupational Outlook Handbook
<b>OOR</b>	Occupational Outlook Report
<b>P/R</b>	Public Relations
<b>PIC</b>	Private Industry Council
<b>SDA</b>	Service Delivery Area
<b>Sr.</b>	Senior
<b>URL</b>	Uniform Resource Locator
<b>WAN</b>	Wide Area Network
<b>wk</b>	week
<b>WPM</b>	Words Per Minute

## BILLING, COST, AND RATE CLERKS

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines.

**OES#553440**

**15 Respondents Representing 33 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	80%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	7%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	73	13	14	a
If Required or Preferred: Is Experience in other occupations accepted?	54		46	b
If Required or Preferred: Will training substitute for experience?	54		46	c
Is Technical/Vocational Training Required?	20	20	60	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 17 months in office or management.

c-Types of training named by employers includes an average of 8 months in computer training or medical terminology

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 770, large

7 year growth to 2002: +100 employees

7 year growth rate: 13%, average

EMPLOYER RESPONSES

TURNOVER: 21.2% annually. Employer hiring to fill openings from turnover accounted for seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of 10% annually. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$10.00	\$7.83
New, experienced	\$5.75-\$11.00	\$8.00
3 years with firm	\$7.50-\$15.00	\$9.50

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	57%	100%	36%	0%	0%	0%
Dental	43%	0%	36%	0%	0%	100%
Vision	43%	0%	14%	0%	0%	100%
Life	36%	0%	36%	0%	0%	0%
Sick Leave	64%	100%	14%	0%	0%	0%
Vacation	71%	100%	21%	0%	0%	0%
Retirement	64%	100%	21%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K, training, cash allowance for benefit selection or cafeteria plans as benefits.

EMPLOYING INDUSTRIES

Confectionery	Specialty Hospitals
Help Supply Services	Offices of Health Practitioners, NEC
Employment Agencies	Accounting, Auditing, & Bookkeeping
Trucking, Except Local	General Medical & Surgical Hospital
New & Used Car Dealers	Offices & Clinics of Chiropractor
Offices & Clinics of Dentists	Offices & Clinics of Medical Doctors
Home Health Care Services	Local Passenger Transportation, NEC
Telephone Communications	Freight Transportation Arrangement
Local Trucking, Without Storage	

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	32 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	47%
Newspaper Advertisements	73%
Private Employment Agencies	20%
EDD	33%
School Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	7%
Colleges/Universities	53%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Rising worker productivity stemming from the increasing use of computers to manage account information will not keep employment from rising. More complex billing applications will increasingly require workers with greater technical expertise. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** some want spreadsheet and/or word processing. Programs mentioned were WORD, EXCEL, MEDICAL MANAGER and QUICKBOOKS.

≡ **EMERGING TECHNOLOGY AND SKILLS:** people and customer skills, touch ten key, computer skills and ICD9 medical coding system.

≡ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; many to supervision, manager, manager trainee or assistant manager positions. A few promote to analyst or accounting. Promotional needs named include interpersonal skills, computer skills, continuing education and accounting experience.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 94% of this workforce. Alternate job titles include Accounts Receivable, Administrative Assistant, Office Assistant, Accountant, Credit Analyst and Secretary.

CHEMISTS – EXCEPT BIOCHEMISTS

Chemists conduct chemical tests, qualitative and quantitative chemical analyses, or chemical experiments in laboratories for quality or process control or to develop new products or new knowledge.

OES#241050

7 Respondents Representing 41 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	29 %
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	71%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	86	0	14	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	43	29	29	

a-Average experience required for employment is 24 months.

b-Other occupational experience named by employers includes food processing testing.

c-Average training time named by employers is 18 months.

**EMPLOYER SUPPLY & DEMAND****How difficult is it to find applicants?**

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Very Difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

**EMPLOYMENT TRENDS****EDD PROJECTIONS**

**1995 Size:** 80, small

**7 year growth to 2002:** +10 employees

**7 year growth rate:** 12.5%, average

**EMPLOYER RESPONSES**

**TURNOVER:** 7.3% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of over 7% annually. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$14.00-\$14.00	\$14.00
New, experienced	\$7.50-\$20.00	\$12.66
3 years with firm	\$11.00-\$23.97	\$19.18

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	0%	0%	0%
Dental	100%	0%	0%	0%	0%	0%
Vision	43%	0%	0%	0%	0%	0%
Life	57%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	43%	0%	0%	0%	0%	0%
Child Care	29%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Canned Fruits and Vegetables  
 Biological Products  
 Disinfecting & Pest Control Service  
 Testing Laboratories  
 State Government

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

Over 70% of responding firms in this occupation also work a swing shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	14%
Newspaper Advertisements	86%
Private Employment Agencies	0%
EDD	14%
School Program Referrals	29%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	14%
Internet	29%
Colleges/Universities	86%

## GENERAL INFORMATION

⌘ **SKILLS:** Chemists should enjoy studying science and mathematics, and should like working with their hands building scientific apparatus and performing experiments. Perseverance, curiosity, and the ability to concentrate on detail and to work independently are essential. Research and development chemists are increasingly expected to work on interdisciplinary teams, some understating of other disciplines, including business and marketing or economics, is desirable, along with leadership ability and good oral and written communication skills. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** most firms want spreadsheet and database, a few want word processing. Programs mentioned were Microsoft and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** quantitative analyses, quality analysis, gas chromatograph and microbiology.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions: most to supervision, some promote to management positions. Promotional needs mentioned include people skills, time & experience and continued education.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 34% of this workforce. Union employees make up 12% of this workforce. Alternate job titles include Lab Technicians, Food Technologists, Quality Control and Production Managers.

## COMPUTER GRAPHICS SPECIALIST

Computer Graphics Specialists create computer graphic designs and artwork to illustrate subject consumption of materials, products, or services, and to influence others in their opinions of individuals, organizations, products or services. Graphics and artwork are created with computer modeling and graphics software. They may edit, add color, texture and motion to graphics with a computer.

**Non-OES #030064997**

**12 Respondents Representing 31 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	8%
High School or Equivalent	25%
Associate (2 year) Degree	17%
Bachelor (4 year) Degree	50%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	67	33	0	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	33	8	58	

a-Average experience required for employment is 23 months.

b-Other occupational experience named by employers includes an average of 24 months in the media market.

c-Average training time required for employment is 24 months. However, actual training time varies significantly with different employers—from 4 to 60 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 6.5% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 16% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$14.00	\$14.00
New, experienced	\$6.50-\$18.00	\$12.71
3 years with firm	\$9.86-\$28.77	\$19.89

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	58%	0%	0%	0%	8%	0%
Dental	42%	0%	0%	0%	8%	0%
Vision	42%	0%	0%	0%	8%	0%
Life	58%	0%	0%	0%	8%	0%
Sick Leave	83%	8%	0%	0%	8%	0%
Vacation	83%	0%	0%	0%	8%	0%
Retirement	58%	0%	0%	0%	8%	0%
Child Care	8%	0%	0%	0%	8%	8%

Some employers offer a cafeteria plan. A few offer profit sharing.

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	35-45 hr/wk	Almost all
Part-time	20-23 hr/wk	Some
Temporary	40 hr/wk	Few
Seasonal	20 hr/wk	Few

A few employers hire a swing shift in this occupation.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	8%
Newspaper Advertisements	83%
Private Employment Agencies	17%
EDD	25%
School Program Referrals	33%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	33%
Internet	58%
Colleges/Universities	42%

Other: word of mouth and internal postings

GENERAL INFORMATION

≡ **SKILLS:** almost all employers want word processing, spreadsheet, and database skills. Most employers want desktop publishing. The most frequent software programs and applications mentioned were PAGE MAKER, COREL, MS SUITE, FRONT PAGE and ADOBE.

≡ **EMERGING TECHNOLOGY AND SKILLS:** computer graphic marketing is changing. Updated skills are needed to be creative and writing to the modern consumer market.

≡ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions. Many promote to management or supervision positions. Some promote to marketing, have lateral transfers or promote from Jr. to Sr. positions. A few employers do not promote. Promotional skills needed include personal relations people skills; planning, production, organizational skills and computer skills. Other personal qualities mentioned for promotion in this occupation were problem solving, creativity and innovation.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 48% of this workforce. Alternate job titles include Electronic or Graphic Artists, Computer Animators or Creative Directors.

COMPUTER NETWORK TECHNICIANS

Computer Network Technicians install and maintain personal computers and connect them to local and /or wide area networks (LANs/WANs). Technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

Non-OES#033162996

17 Respondents Representing 34 Employees in Fresno County

EDUCATION required for employment

Less Than High School	18%
High School or Equivalent	35%
Associate (2 year) Degree	18%
Bachelor (4 year) Degree	29%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	88	12	0	a
If Required or Preferred: Is Experience in other occupations accepted?	44		56	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	47	29	24	

a-Average experience required for employment is 32 months.

b-Other occupational experience named by employers includes an average of 66 months in computer related jobs.

c-Training time named by employers includes an average of 48 months. However, actual training time varies significantly with different employers—from 1 to 8 years. Types of training named by local employers were computer applications, advanced degrees and certifications.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for inexperienced applicants.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

#### EMPLOYER RESPONSES

TURNOVER: 6.5% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 24% annually.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

**WAGES**

Hourly Wages	Range	Median
New, no experience	\$9.00-\$9.00	\$9.00
New, experienced	\$9.21-\$22.53	\$13.18
3 years with firm	\$10.00-\$28.00	\$19.00

**BENEFITS** 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	6%	0%	0%	0%
Dental	59%	0%	6%	0%	0%	0%
Vision	53%	0%	6%	0%	0%	0%
Life	71%	0%	6%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	82%	0%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer a 125 plan.

**EMPLOYING INDUSTRIES**

N/A

**WORK HOURS**

Full-time	37-43 hr/wk	All
Part-time	15 hr/wk	Few
Temporary	20 hr/wk	Few
Seasonal	N/A	None

**RECRUITMENT** methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	18%
Employee Referrals	29%
Newspaper Advertisements	71%
Private Employment Agencies	6%
EDD	18%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	6%
Trade Journals	12%
Internet	35%
Colleges/Universities	35%

Other: Word of Mouth and job hot lines

**GENERAL INFORMATION**

≡ **SKILLS:** almost all employers want spreadsheet, database and word processing software skills. Most employers want desktop publishing. The most frequent software programs and applications mentioned were UNIX, Win NT, T-1 SERVER and AS400.

≡ **EMERGING TECHNOLOGY AND SKILLS:** none given in survey

≡ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; a few promote to director, assistant director or information systems manager. Also mentioned were programmer, analyst and in-grade promotions with higher wages. Employers most frequently identified experience as what was needed for promotion.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 15% of this workforce. 12% of the employers are union or subject to collective bargaining. Alternate job titles include network administrators or assistants, information systems assistants or supervisors, coordinators, computer systems specialists and system support specialist.

## COOKS – SHORT ORDER

Sort Order Cooks prepare and cook to order a variety of foods that require only a short preparation time. They may take orders from customers and serve patrons at counters or tables.

**OES#650350**

**15 Respondents Representing 171 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	93%
High School or Equivalent	7%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	40	27	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	55		45	c
Is Technical/Vocational Training Required?	0	7	93	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes restaurants and food services.

c-No surveyed Fresno County employers required previous training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 350, small

7 year growth to 2002: +70 employees

7 year growth rate: 20%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 23.4% annually. Employer hiring to fill openings from turnover accounted for over three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 6% annually. Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$7.00	\$6.38
New, experienced	\$6.00-\$8.00	\$7.00
3 years with firm	\$8.00-\$10.25	\$9.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	47%	0%	0%	0%
Dental	40%	0%	40%	0%	0%	0%
Vision	7%	0%	27%	0%	7%	0%
Life	47%	0%	13%	0%	0%	0%
Sick Leave	47%	0%	0%	0%	0%	0%
Vacation	73%	7%	13%	0%	0%	0%
Retirement	47%	7%	13%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer meals at ½ price, some offer free meals.

EMPLOYING INDUSTRIES

Grocery Stores

Eating Places

WORK HOURS

Full-time	30-40 hr/wk	All
Part-time	20-30 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

All employers have a swing shift, many have a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	33%
Newspaper Advertisements	73%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** bake, broil, prepare food and care for kitchen equipment. Also, menu planning, determination of portion size, food cost control, purchasing food supplies in quantity, selection & storage of food, and use of leftover food to minimize waste. Know hotel and restaurant sanitation and public health rules for handling food. Important qualifications include the ability to work as a part of a team possessing a keen sense of taste and smell, and personal cleanliness. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none given.

⌘ **PROMOTIONAL OPPORTUNITIES:** all employers promote to higher level positions, most to management positions. A few promote to lead cooks or dine cooks. Employers most frequently identified ambition, time, knowledge, and ability to handle high volume as what was needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 19% of this workforce. Alternate job titles include line cooks and prep cooks.

DIETETIC TECHNICIANS

Dietetic Technicians under direct Supervision of Dietitians, or following established nutritional guidelines, advise on food or nutrition.

OES#325230

13 Respondents Representing 37 Employees in Fresno County

EDUCATION required for employment

Less Than High School	38%
High School or Equivalent	31%
Associate (2 year) Degree	23%
Bachelor (4 year) Degree	8%
Graduate Study	0%

There is no state definition for a "nutritionist"; many employers call them Dietetic Techs., and that is reflected in this survey. But a registered DT must have at least an associate degree.

Training & Experience % of employers response

~~~~~	% Yes	% Not Required But Preferred	% No	Notes
~~~~~				
Is Prior Experience Required in this Occupation?	92	8	0	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	31		69	c
Is Technical/Vocational Training Required?	69	23	8	

a-Average experience required for employment is 21 months.

b-Other occupational experience named by employers includes institutional cook and food service.

c-Training time named by employers is an average of 21 months. A few employers will accept 12 months. Most employers report that some form of ADA certification or registration is required.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding experienced qualified applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified inexperienced applicants when an opening exists.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 21.6% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 9% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$11.00-\$11.00	\$11.00
New, experienced	\$7.25-\$13.00	\$11.51
3 years with firm	\$8.65-\$17.00	\$14.38

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	0%	0%	0%
Dental	100%	0%	0%	0%	0%	0%
Vision	69%	0%	0%	0%	0%	0%
Life	85%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	77%	0%	8%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 125 FLEX plan.

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	32 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	50%
Newspaper Advertisements	83%
Private Employment Agencies	8%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	8%
Walk-in Applicants	8%
Trade Journals	8%
Internet	0%
Colleges/Universities	17%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Guides individuals and families in food selection, preparation, and menu planning, based upon nutritional needs. Plans menus based on established guidelines. Obtains and evaluates dietary histories of individuals to plan nutritional programs. Selects, schedules, and conducts orientation and in-service education programs. Standardizes recipes and tests new products for use in facility. Supervises food production and service. Assists in referrals for continuity of patient care. Assists in implementing established cost control procedures. Develops job specifications, job descriptions, and work schedules. (Source: O*NET)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** some employers desire basic computer knowledge. Software programs mentioned were word processing, spreadsheet and database.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions, some to Dietitian. Employers most frequently identified experience and skill as needs for promotion.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 81% of this workforce. 8% of the employers are union or subject to collective bargaining. Alternate job titles include Dietary Supervisor, Dietary or Food Services Supervisor, and Dietary Aide.

EXCAVATING AND LOADING MACHINE OPERATORS

Excavating and Loading Machine Operators operate or tend machinery, except dredges or draglines, equipped with scoops, shovels, or buckets to excavate and load loose materials.

OES#979230

16 Respondents Representing 141 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	27		73	c
Is Technical/Vocational Training Required?	21	14	64	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 12 months in related trades.

c-Many employers hire only Union workers.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding experienced qualified applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 150, small

**7 year growth to 2002:** +20 employees

**7 year growth rate:** 13.3%, average

#### EMPLOYER RESPONSES

**TURNOVER:** 3.5% annually. Employer hiring to fill openings from turnover accounted for just over one-tenth of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of under 6% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.00-\$10.00	\$8.00
Union	\$11.58-\$26.43	\$18.67
New, experienced	\$8.25-\$16.00	\$12.50
Union	\$12.92-\$27.62	\$21.82
3 years with firm	\$12.00-\$25.00	\$16.25
Union	\$14.26-\$28.81	\$26.91

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	86%	0%	0%	0%	0%	0%
Dental	50%	0%	0%	0%	0%	0%
Vision	43%	0%	7%	0%	0%	0%
Life	50%	0%	0%	0%	7%	0%
Sick Leave	50%	0%	0%	0%	0%	0%
Vacation	93%	0%	0%	0%	0%	0%
Retirement	64%	0%	0%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Ornamental shrub and tree services  
 Single-family housing construction  
 Highway and street construction  
 Water, sewer, and utility lines  
 Heavy construction  
 Excavation work

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	50%
Newspaper Advertisements	50%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	44%
Walk-in Applicants	56%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** Operators need a good sense of balance, the ability to judge distance, good eye-hand-foot coordination, and mechanical aptitude. Operators control equipment by moving levers or foot pedals, operating switches, or turning dials. They may also set up and inspect equipment, make adjustments, and perform minor repairs. (Source: OOH)

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions. Some promote to foreman, leadman or supervisor.

⌘ **OTHER RELEVANT INFORMATION:** no female employees were reported in this workforce. 53% of employers are union employers or subject to collective bargaining. Alternate job titles include Equipment Operators, Operating Engineers and Bobcat Operators.

## FIREFIGHTERS

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of city, township, State, or Federal government.

**OES#630080**

**8 Respondents Representing 617 Employees in Fresno County**

**Note:** Volunteer Firefighters are not included in this report. Volunteers work throughout the county to meet the needs of their community. Volunteers may be considered on-call except they receive little or nothing in pay and benefits. The only reportable point of agreement among volunteer firefighters is that they receive a uniform or are given a uniform allowance.

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	13	50	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	25		75	c
Is Technical/Vocational Training Required?	100	0	0	

a-Average experience required for employment is 16 months.

c-Average training time named by employers is 11 months. All employers stated that a firefighter certificate or firefighting academy training is required for employment.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of inexperienced qualified applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 400, medium

7 year growth to 2002: +60 employees

7 year growth rate: 15%, faster than average

EMPLOYER RESPONSES

TURNOVER: 3.6% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 2% annually.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.39-\$13.62	\$9.26
New, experienced	\$6.39-\$15.14	\$10.60
3 years with firm	\$7.35-\$18.10	\$11.55

All employers surveyed pay union wages or are subject to collective bargaining.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	13%	0%	0%	0%
Dental	75%	0%	25%	0%	0%	0%
Vision	75%	0%	25%	0%	0%	0%
Life	88%	0%	13%	0%	0%	0%
Sick Leave	88%	0%	13%	0%	0%	0%
Vacation	38%	0%	13%	0%	0%	0%
Retirement	0%	0%	50%	0%	0%	0%
Child Care	0%	0%	13%	0%	0%	0%

Almost all employers offer pay or allowance for uniforms as a benefit.

EMPLOYING INDUSTRIES

State government

Local government

WORK HOURS

Full-time	56-72 hr/wk	All
Part-time	N/A	None
Temporary	8 hr/wk	Few
Seasonal	72 hr/wk	Few

Firefighters work a wide variety of hours and shifts, day, swing, graveyard and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	0%
Newspaper Advertisements	63%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	75%
Internet	13%
Colleges/Universities	0%

Other: Job Fairs

GENERAL INFORMATION

≡ **SKILLS:** Among the personal qualities firefighters need are mental alertness, self-discipline, courage, mechanical aptitude, endurance, strength, and a sense of public service. Initiative and good judgment are extremely important because firefighters independently make quick decision in emergencies. Because members of a crew live and work closely together under conditions of stress and danger for extended periods, they should be dependable and able to get along well with others in a group. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** none mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** all employers promote to higher level positions, most to Engineer. A few promote to firefighter specialist, paramedic or EMT. Promotions require further education or training and testing. The gaining of various licenses and certifications was also mentioned for promotional opportunities.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. All employers are union or subject to collective bargaining. Alternate job titles include engineers, paramedics and firefighter specialists.

HOSTS, HOSTESSES – RESTAURANT, LOUNGE OR COFFEE SHOP

Hosts and Hostesses-Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

OES#650020

16 Respondents Representing 162 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	6	25	69	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	20		80	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes customer service.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 410, Medium

7 year growth to 2002: +90 employees

7 year growth rate: 22%, Much faster than average

#### EMPLOYER RESPONSES

TURNOVER: 72.8% annually. Employer hiring to fill openings from turnover accounted for over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 5% annually.

Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.00	\$5.75
New, experienced	\$5.75-\$7.00	\$5.85
3 years with firm	\$5.75-\$9.00	\$6.35

## BENEFITS 69% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	19%	0%	0%
Dental	33%	0%	33%	19%	33%	0%
Vision	33%	0%	33%	13%	0%	0%
Life	33%	0%	0%	6%	0%	6%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	100%	6%	0%	13%	0%	0%
Retirement	33%	0%	0%	0%	33%	6%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer meals and a few offer a 401K retirement plan.

## EMPLOYING INDUSTRIES

Eating places

## WORK HOURS

Full-time	40 hr/wk	Few
Part-time	14-35 hr/wk	All
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers have a swing shift. A few employers reported weekend work.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	31%
Private Employment Agencies	0%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	94%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

## GENERAL INFORMATION

⌘ **SKILLS:** Evoke a good impression of the restaurant, by warmly welcoming guests. Work in close contact with the public. Should be well spoken and have a neat, clean appearance. Enjoy dealing with all kinds of people and possess a pleasant disposition. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions, many to server. A few promote to waiter/waitress staff, crew leader, bartender, and desk or lead host. Promotional skills needed include customer skills, knowledge of floor arrangement and job performance.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 81% of this workforce. Alternate job title includes greeter.

## INDUSTRIAL TRUCK AND TRACTOR OPERATORS

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site.

**OES#979470**

**19 Respondents Representing 273 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	58%
High School or Equivalent	42%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	47	37	16	a
If Required or Preferred: Is Experience in other occupations accepted?	64		36	b
If Required or Preferred: Will training substitute for experience?	69		31	c
Is Technical/Vocational Training Required?	12	41	47	

a-Average experience required for employment is 10 months.

b-Other occupational experience named by employers includes an average of 12 months material handling and moving equipment experience—lift truck, forklift and warehouse.

c-Training time named by employers is an average of 8 months. A few employers require lift truck or forklift certification.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 990, large

7 year growth to 2002: +80 employees

7 year growth rate: 8.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 16.1% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 4% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.00	\$5.75
Union	\$6.25-\$12.86	\$7.38
New, experienced	\$5.75-\$11.35	\$7.00
Union	\$6.25-\$12.86	\$10.52
3 years with firm	\$6.00-\$14.25	\$8.50
Union	\$10.00-\$14.79	\$11.90

BENEFITS 84% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	76%	0%	6%	0%	0%	0%
Dental	71%	0%	6%	0%	0%	7%
Vision	59%	0%	0%	0%	0%	7%
Life	76%	0%	6%	0%	0%	0%
Sick Leave	71%	0%	0%	0%	0%	0%
Vacation	88%	0%	0%	0%	0%	0%
Retirement	71%	0%	6%	0%	0%	0%
Child Care	0%	0%	6%	0%	0%	0%

Some employers offer a 125 plan and a few employers offer 401K.

EMPLOYING INDUSTRIES

Farm supplies	Farm product warehousing and storage
Local government	Refrigerated warehousing and storage
Department stores	Groceries and related products, NEC
Meatpacking plants	Lumber and other building materials
Trucking, except local	Poultry slaughtering and processing
Wood pallets and skids	Dehydrated fruits, vegetables, soup
Motor vehicle parts, used	General warehousing and storage
Scrap and waste Materials	Local trucking, without storage
Fresh fruits and vegetables	Bottled and canned soft drinks
Frozen fruits and vegetables	Lumber plywood and millwork
Automatic vending machines	Canned fruits and vegetables

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	24 hr/wk	Few
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Many employers have a swing shift, some have a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	26%
Employee Referrals	68%
Newspaper Advertisements	53%
Private Employment Agencies	26%
EDD	47%
School Program Referrals	0%
Union Hall Referrals	16%
Walk-in Applicants	26%
Trade Journals	0%
Internet	0%
Colleges/Universities	11%

GENERAL INFORMATION

⌘ **SKILLS:** Operators need a good sense of balance, the ability to judge distance, good eye-hand-foot coordination, and mechanical aptitude. Operators control equipment by moving levers or foot pedals, operating switches, or turning dials. They may also set up and inspect equipment, make adjustments, and perform minor repairs. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Bar code scanning.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; some to supervisor, crew chief or lead person. A few promote to truck driver. Promotional skills needed include people and customer skills and service. Word processing and spreadsheet computer skills were also mentioned.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 6% of this workforce. 32% of the employers are union or subject to collective bargaining. Alternate job titles include Forklift Drivers and Operators, Warehouse Persons and Truck Drivers.

LAW CLERKS

Law Clerks research legal data for briefs or arguments based on statutory law or decisions. They search for and study legal records and documents to obtain data applicable to cases under consideration; prepare rough drafts of briefs or arguments; file pleadings for the law firm with court clerks; serve copies of pleading to opposing counsel; prepare affidavits of documents; and keep document files and correspondence of cases.

OES#283020

14 Respondents Representing 24 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	100%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	43	7	50	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	100	0	0	

a-Average experience required for employment is 12 months.

c-Types of training named by employers includes an average of 20 months in law school.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Not difficult

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 70, small

**7 year growth to 2002:** +10 employees

**7 year growth rate:** 14.3%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 12.5% annually. Employer hiring to fill openings from turnover accounted for less than one-fifth of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 14% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$22.50	\$11.75
New, experienced	\$5.75-\$22.50	\$14.98
3 years with firm	\$10.00-\$25.00	\$17.62

## BENEFITS 57% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	78%	0%	0%	0%	0%	0%
Dental	56%	0%	0%	0%	0%	0%
Vision	44%	0%	0%	0%	0%	0%
Life	56%	0%	0%	0%	0%	0%
Sick Leave	78%	0%	0%	0%	0%	0%
Vacation	89%	0%	0%	0%	0%	0%
Retirement	78%	0%	0%	0%	0%	0%
Child Care	11%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Legal Services

Federal Government

Local Government

## WORK HOURS

Full-time	40 hr/wk	Most
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	40-48 hr/wk	Some

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Advertisements	0%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	79%
Union Hall Referrals	0%
Walk-in Applicants	36%
Trade Journals	7%
Internet	0%
Colleges/Universities	93%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** almost all employers want word processing skills, many want database and a few want spreadsheet. All employers mentioned either NEXIS/LEXIS or WESTLAW. Law Clerks should learn negotiation skills.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** all employers promote to attorney or practitioner. All respondents agree that promotion is dependent upon passage of the bar exam.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 38% of this workforce. Alternate job titles include student or legal assistants.

## LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS

Library Assistants and Bookmobile Drivers compile records; sort and shelve books; issue and receive library materials, such as pictures, cards, slides, phonograph records, and microfilm; and handle tape decks. They also locate library materials for loan and replace materials in shelving areas (stacks) or files according to their identification number and title, and register patrons to permit them to borrow books, periodicals, and other library materials. Bookmobile Drivers operate a bookmobile or light truck that pulls a book trailer to specific locations on a predetermined schedule and assist with providing services in mobile library.

**OES#539020**

**16 Respondents Representing 393 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	69%
Associate (2 year) Degree	19%
Bachelor (4 year) Degree	13%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	44	38	19	a
If Required or Preferred: Is Experience in other occupations accepted?	82		18	b
If Required or Preferred: Will training substitute for experience?	85		15	c
Is Technical/Vocational Training Required?	6	25	69	

a-Average experience required for employment is 17 months.

b-Other occupational experience named by employers includes an average of 20 months in clerical/general office and teaching.

c-Average training time required for employment is 24 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 120, small

7 year growth to 2002: +10 employees

7 year growth rate: 8.3%, slower than average

EMPLOYER RESPONSES

TURNOVER: 8.4% annually. Employer hiring to fill openings from turnover accounted for less than one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of over 42% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$10.07	\$8.32
Union	\$7.50-\$14.25	\$8.77
New, experienced	\$7.00-\$14.42	\$10.58
Union	\$7.18-\$10.97	\$9.28
3 years with firm	\$8.00-\$16.15	\$11.20
Union	\$8.74-\$12.16	\$10.34

BENEFITS 87% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	77%	14%	23%	14%	0%	0%
Dental	69%	29%	15%	14%	0%	0%
Vision	77%	29%	15%	14%	0%	0%
Life	62%	14%	15%	14%	0%	0%
Sick Leave	77%	29%	15%	14%	0%	0%
Vacation	62%	29%	15%	0%	0%	0%
Retirement	54%	0%	38%	29%	0%	0%
Child Care	0%	0%	0%	0%	8%	14%

A few employers offer a 125 plan.

EMPLOYING INDUSTRIES

Elementary and secondary schools
 Junior colleges
 Management services
 Local government

WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	20-40 hr/wk	Few
Seasonal	N/A	None

A few employers work evenings.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	38%
Newspaper Advertisements	75%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	6%
Internet	44%
Colleges/Universities	6%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Answer patrons' questions, receive and check out books, collect fines, maintain the book collection, shelve materials, operate audiovisual equipment to show slides or films; participate and assist in planning programs, used book sales, or outreach programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Many employers want word processing or database skills, some want spreadsheet and a few want desktop publishing.

≡ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions; some to technician or technician aid, a few to head librarian or supervisor. Employers most often mentioned experience as most important for promotion.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 87% of this workforce. 63% of the employers are union or subject to collective bargaining. Alternate job titles include Library Clerk, Library Technician and Resource Assistant.

LODGING MANAGERS

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization of department that provides lodging such as hotels, motels, or tourist courts.

OES#150262

16 Respondents Representing 20 Employees in Fresno County

EDUCATION required for employment

Less Than High School	56%
High School or Equivalent	19 %
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	19%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	63	13	25	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	33		67	
Is Technical/Vocational Training Required?	0	13	88	

a-Average experience required for employment is 41 months.

b-Other occupational experience named by employers includes an average of 36 months in customer service.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** N/A

**7 year growth to 2002:** N/A

**7 year growth rate:** N/A

#### EMPLOYER RESPONSES

**TURNOVER:** 15% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of 5% annually. Most employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$14.38	\$9.28
New, experienced	\$7.00-\$16.30	\$11.85
3 years with firm	\$8.65-\$26.37	\$14.48

## BENEFITS 88% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	56%	0%	19%	0%	6%	0%
Dental	50%	0%	6%	0%	6%	0%
Vision	31%	0%	6%	0%	6%	0%
Life	50%	0%	13%	0%	6%	0%
Sick Leave	56%	0%	6%	0%	6%	0%
Vacation	81%	0%	0%	0%	6%	0%
Retirement	19%	0%	6%	0%	6%	0%
Child Care	6%	0%	13%	0%	6%	0%

## EMPLOYING INDUSTRIES

N/A

## WORK HOURS

Full-time	40-55 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Most employers have employees on-call, a few work weekend shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	44%
Newspaper Advertisements	69%
Private Employment Agencies	19%
EDD	13%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	6%
Internet	6%
Colleges/Universities	13%

## GENERAL INFORMATION

⌘ **SKILLS:** Hotel management programs include instruction in hotel administration, accounting, economics marketing, housekeeping, food service management and catering, and hotel maintenance engineering. Computer training is an integral part of hotel management training due to the widespread use of computers in reservations, billing, and housekeeping management.

Hotel managers must be able to get along with all kinds of people. Even in stressful situations. They must be able to solve problems and concentrate on details. Initiative, self-discipline, the ability to organize and direct the work of others, and effective communication skills are essential. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** various computer software and workplace violence awareness.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; general managers, regional managers or area managers. Promotional skills needed include human resource and personnel skills, and people management skills.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 45% of this workforce. Alternate job titles include general manager and general manager assistant.

## MAIDS AND HOUSEKEEPING CLEANERS

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

**OES#670020**

**16 Respondents Representing 152 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	94%
High School or Equivalent	6%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Not difficult

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	13	25	63	a
If Required or Preferred: Is Experience in other occupations accepted?	40		60	b
If Required or Preferred: Will training substitute for experience?	0		100	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 6 months.

b-Other occupational experience named by employers includes an average of 9 months in housecleaning or personal cleaning services.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 1430, large

7 year growth to 2002: +180 employees

7 year growth rate: 12.6%, average

EMPLOYER RESPONSES

TURNOVER: 34.2% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 2% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.26	\$5.75
New, experienced	\$5.75-\$6.26	\$5.75
3 years with firm	\$5.75-\$7.00	\$6.50

BENEFITS 63% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	23%	11%	46%	11%	0%	0%
Dental	15%	11%	31%	11%	0%	0%
Vision	23%	11%	23%	11%	0%	0%
Life	31%	11%	0%	0%	15%	11%
Sick Leave	54%	33%	8%	0%	0%	0%
Vacation	77%	33%	0%	0%	0%	0%
Retirement	0%	0%	23%	11%	6%	11%
Child Care	0%	0%	8%	11%	0%	0%

EMPLOYING INDUSTRIES

Apartment building operators
Hotels and Motels
Building maintenance services
Skilled nursing care facilities
General medical & surgical hospital
Specialty hospitals
Residential care

WORK HOURS

Full-time	32-40 hr/wk	Almost all
Part-time	20-35 hr/wk	Many
Temporary	15-35 hr/wk	Few
Seasonal	N/A	None

Some employers have weekend work; a few have swing and graveyard work schedules.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	69%
Newspaper Advertisements	63%
Private Employment Agencies	0%
EDD	25%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** learn how to clean buildings thoroughly and efficiently, how to select and safely use various cleaning agents, and how to operate and maintain machines, such as wet and dry vacuums, buffers, and polishers. Students learn to plan their work, to follow safety and health regulations, to interact positively with people in the buildings they clean, and to work without supervision.

Employers usually look for dependable, hard-working individuals who are in good health, follow directions well and get along with other people. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** many employers promote to higher level positions; almost as many do not promote. A few promote to housekeeping manager or head housekeeper, supervisor or assistant supervisor, or room inspector. Promotional needs named include supervisory or management skills, consistent work and ability to learn.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 97% of this workforce. 7% of the employers are union or subject to collective bargaining. Alternate job titles include housekeepers and room attendants.

MEDICAL AND CLINICAL LABORATORY ASSISTANTS

Medical and Clinical Laboratory assistants perform routine tasks in a medical laboratory. They may set up and operate automated equipment which does not require interpretation or judgment to read the results. They may label, centrifuge, and transfer specimens, transcribe results, and prepare culture media and reagents. They may also perform venipuncture if certified to do so. They work under the supervision of a Medical Laboratory Technologist.

OES#329050

12 Respondents Representing 41 Employees in Fresno County

EDUCATION required for employment

Less Than High School	8%
High School or Equivalent	67%
Associate (2 year) Degree	25%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	50	0	50	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	36	27	36	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months as a phlebotomist.

c-Types of training named by employers includes an average of 6 months as medical assistant, lab assistant or phlebotomist.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 170, small

**7 year growth to 2002:** +20 employees

**7 year growth rate:** 11.8%, average

#### EMPLOYER RESPONSES

**TURNOVER:** 36.6% annually. Employer hiring to fill openings from turnover accounted for over nine-tenths of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 2% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$7.64	\$7.13
New, experienced	\$7.00-\$10.00	\$7.82
3 years with firm	\$8.00-\$12.00	\$9.50

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	0%	67%	50%	0%	0%
Dental	33%	0%	42%	0%	8%	50%
Vision	17%	0%	42%	0%	8%	0%
Life	42%	0%	33%	0%	17%	0%
Sick Leave	92%	50%	8%	0%	0%	0%
Vacation	92%	50%	8%	0%	0%	0%
Retirement	17%	0%	50%	0%	0%	0%
Child Care	8%	0%	0%	0%	0%	0%

Some employers offer a 401K or 457 plan.

## EMPLOYING INDUSTRIES

Offices & clinics of medical doctors  
 General medical & surgical hospitals  
 Medical laboratories  
 Health and allied services  
 Management services  
 Federal government

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	20-32 hr/wk	Few
Temporary	15-30 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift or have employees on-call.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	58%
Newspaper Advertisements	83%
Private Employment Agencies	17%
EDD	8%
School Program Referrals	25%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	0%
Colleges/Universities	17%

Other: Word of Mouth

## GENERAL INFORMATION

≡ **SKILLS:** Duties vary and may include; taking medical histories, recording vital signs, explaining treatment procedures to patients, preparing patients for examination and assisting the physician during the examination. Assistants may also collect and prepare laboratory specimens, perform basic laboratory tests, dispose of contaminated supplies, sterilize medical instruments, instruct patients about medication and special diets, prepare and administer medications, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood, prepare patients for x-rays, take electrocardiograms, remove sutures and change dressings. (Source: adapted from OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** New medical skills include good social and people skills, knowledge of Medicare, diagnosis and MEDICAL MANAGER software.

≡ **PROMOTIONAL OPPORTUNITIES:** many employers promote; an equal amount does not promote. Some promote to lab assistant 2 or lab supervisor; a few promote to phlebotomist. Promotional skills mentioned include customer service, continuing education and training.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 73% of this workforce. 8% of the employers are union or subject to collective bargaining. Alternate job title includes laboratory technician.

## MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

Medical and Clinical Laboratory Technologist perform a wide range of complex procedures in the general areas of the clinical laboratory or perform specialized procedures in such areas as cytology, histology, and microbiology. Their duties may include supervising and coordination activities of workers engaged in laboratory testing.

**OES#329020**

**12 Respondents Representing 34 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	8%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	92%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	50	17	33	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	13		88	c
Is Technical/Vocational Training Required?	55	0	45	

a-Average experience required for employment is 39 months.

c-Average training time required for employment is 24 months.

Types of training named by employers were technologist certification and state license.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 350, small

7 year growth to 2002: +40 employees

7 year growth rate: 11.4%, average

EMPLOYER RESPONSES

TURNOVER: 14.7% annually. Employer hiring to fill openings from turnover accounted for over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 6% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$18.99	\$17.00
New, experienced	\$14.00-\$25.00	\$17.95
3 years with firm	\$18.00-\$25.00	\$20.00

BENEFITS 92% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	25%	0%	0%
Dental	20%	0%	40%	0%	10%	0%
Vision	20%	0%	40%	0%	0%	0%
Life	60%	0%	20%	0%	0%	0%
Sick Leave	90%	25%	10%	0%	0%	0%
Vacation	90%	25%	10%	25%	0%	0%
Retirement	0%	0%	70%	25%	10%	0%
Child Care	10%	0%	10%	0%	0%	0%

Some employers offer 401K or 457 plans, a few offer profit sharing or share of cost for prescriptions.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
 General medical & surgical hospitals
 Specialty hospitals
 Medical Laboratories
 Specialty outpatient clinics
 Federal government

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	4-30 hr/wk	Some
Temporary	15 hr/wk	Few
Seasonal	N/A	None

Some employers have a swing shift or have employees on call. A few employers work weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	8%
Employee Referrals	58%
Newspaper Advertisements	75%
Private Employment Agencies	8%
EDD	17%
School Program Referrals	17%
Union Hall Referrals	0%
Walk-in Applicants	8%
Trade Journals	0%
Internet	8%
Colleges/Universities	17%

Other: Word of mouth and job postings

GENERAL INFORMATION

⌘ **SKILLS:** Personnel need analytical judgment and the ability to work under pressure. Close attention to detail is essential because small differences or changes in test substances or numerical readouts can be crucial for patient care. Manual dexterity and normal color vision are highly desirable. With the widespread use of automated laboratory equipment, computer skills are important. In addition technologists in particular are expected to be good at problem solving. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A general knowledge of computers is desirable, as well as knowledge of MEDICAL MANAGEMENT and other proprietary software.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers don't promote to higher level positions. Some do promote. A few promote to supervisor. Promotional need most mentioned was continued education.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 71% of this workforce. 17% of the employers are union or subject to collective bargaining. Alternate job titles include clinical lab assistant and clinical lab scientist.

MEDICAL ASSISTANTS

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

OES#660050

21 Respondents Representing 226 Employees in Fresno County

EDUCATION required for employment

Less Than High School	5%
High School or Equivalent	90 %
Associate (2 year) Degree	5%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	52	19	29	a
If Required or Preferred: Is Experience in other occupations accepted?	30		70	
If Required or Preferred: Will training substitute for experience?	53		47	c
Is Technical/Vocational Training Required?	67	5	29	

a-Average experience required for employment is 16 months.

c-Types of training named by employers includes an average of 17 months as a certified medical assistant.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 820, large

**7 year growth to 2002:** +280 employees

**7 year growth rate:** 34.1%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 14.6% annually. Employer hiring to fill openings from turnover accounted for over two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 6% annually.

Many employers indicated that this occupation would grow over the next two years; not as many believe that it will remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.00-\$8.00	\$7.25
New, experienced	\$6.50-\$9.50	\$7.50
3 years with firm	\$7.50-\$12.00	\$9.75

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	20%	33%	0%	0%	0%
Dental	38%	20%	29%	0%	5%	0%
Vision	43%	20%	24%	0%	10%	0%
Life	52%	20%	19%	0%	10%	0%
Sick Leave	90%	20%	10%	0%	0%	0%
Vacation	90%	20%	10%	0%	0%	0%
Retirement	24%	0%	52%	20%	5%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K.

## EMPLOYING INDUSTRIES

Offices and clinics of medical doctors

General medical & surgical hospitals

## WORK HOURS

Full-time	30-40 hr/wk	All
Part-time	24-32 hr/wk	Some
Temporary	8 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift or weekend work.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	5%
Employee Referrals	38%
Newspaper Advertisements	76%
Private Employment Agencies	33%
EDD	5%
School Program Referrals	57%
Union Hall Referrals	0%
Walk-in Applicants	10%
Trade Journals	0%
Internet	0%
Colleges/Universities	29%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** Medical assistants perform many administrative duties. They answer telephones, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admission and laboratory services, and handle billing and bookkeeping. Because they deal with the public, they must be neat and well groomed and have a courteous, pleasant manner. Medical assistants must be able to put patients at ease and explain physicians' instructions. They must respect the confidential nature of medical information. Clinical duties require a reasonable level of manual dexterity and visual acuity. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Employers foresee increased computer usage and the need for computer skills. New lab procedures are emerging. The computer program most mentioned was MEDICAL MANAGER.

⌘ **PROMOTIONAL OPPORTUNITIES:** many employers do not promote to higher level positions; almost as many do promote. Some promote to supervisor. Promotional needs include leadership and management skills, customer service and people skills, and computer and technical skills.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 91% of this workforce.

## NUMERICAL-CONTROL MACHINE-TOOL OPERATORS AND TENDERS – METAL AND PLASTIC

Numerical-Control Machine-Tool Operators and Tenders set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutters to machine parts to specification when automatic programming is faulty or if machine malfunctions.

**OES#915020**

**15 Respondents Representing 214 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	60	20	20	a
If Required or Preferred: Is Experience in other occupations accepted?	55		45	b
If Required or Preferred: Will training substitute for experience?	33		67	c
Is Technical/Vocational Training Required?	33	47	20	

a-Average experience required for employment is 16 months.

b-Other occupational experience named by employers includes an average of 15 months as a machine operator or working in a machine shop.

c-Types of training named by employers include an average of 20 months in a vocational program with CNC training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 22% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of 7% annually. Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$12.00	\$8.20
New, experienced	\$7.00-\$12.10	\$9.13
3 years with firm	\$9.98-\$16.68	\$13.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	93%	0%	7%	0%	0%	0%
Dental	47%	0%	7%	0%	13%	0%
Vision	40%	0%	7%	0%	13%	0%
Life	87%	0%	7%	0%	0%	0%
Sick Leave	67%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	73%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer a 125 or Cafeteria plan.

EMPLOYING INDUSTRIES

Farm machinery and equipment
 Food products machinery
 Pumps and pumping equipment
 Packaging machinery
 Automatic venting machines
 Fluid power cylinders & actuators
 Industrial machinery

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

Many work a swing shift; some work a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	13%
Newspaper Advertisements	80%
Private Employment Agencies	33%
EDD	33%
School Program Referrals	20%
Union Hall Referrals	13%
Walk-in Applicants	20%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

GENERAL INFORMATION

⌘ **SKILLS:** set up and run one or more types of numerically controlled machine tools. Many employers require a high school education and the ability to read, write, and speak English. Employers increasingly look for persons with good communication and interpersonal skills, mechanical aptitude, manual dexterity, and experience working with machinery. (Source: adapted from OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** many employers want database and/or spreadsheet, some want word processing. Programs mentioned were CNC, Auto-CAD and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Training in spatial orientation.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions, most to supervisor or manager. Promotional needs mentioned include interpersonal people skills and loyalty.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 20% of this workforce. 14% of the employers are union or subject to collective bargaining. Alternate job titles include machinists, machine operators and manufacturing technicians.

PHYSICAL THERAPISTS

Physical Therapists apply techniques and treatments that help relive pain, increase the patient's strength, and decrease or prevent deformity and crippling.

OES#323080

14 Respondents Representing 79 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	93%
Graduate Study	7%

All states require physical therapists to pass a licensure exam after graduating from an accredited physical therapist educational program before they can practice. (Source: OOH)

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	86	7	7	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	31		69	c
Is Technical/Vocational Training Required?	86	0	14	

a-Average experience required for employment is 26 months.

c-Types of training named by employers includes an average of 12 months training with a physical therapist certification.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 250, small

7 year growth to 2002: +70 employees

7 year growth rate: 28%, much faster than average

#### EMPLOYER RESPONSES

TURNOVER: 5.1% annually. Employer hiring to fill openings from turnover accounted for more than three-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of almost 13% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$23.00-\$23.67	\$23.34
New, experienced	\$13.42-\$25.23	\$20.00
3 years with firm	\$18.50-\$31.36	\$23.47

## BENEFITS 86% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	75%	50%	17%	25%	0%	0%
Dental	67%	50%	17%	25%	0%	0%
Vision	42%	25%	17%	25%	0%	0%
Life	58%	50%	25%	25%	0%	0%
Sick Leave	83%	100%	8%	0%	0%	0%
Vacation	83%	100%	8%	0%	0%	0%
Retirement	67%	50%	25%	25%	0%	0%
Child Care	0%	0%	8%	0%	0%	0%

A few employers offer a 125 plan.

## EMPLOYING INDUSTRIES

Offices & clinics of medical doctors  
Offices and clinics of chiropractors  
Offices of health practitioners  
General medical & surgical hospitals  
Home health care services

## WORK HOURS

Full-time	30-50 hr/wk	Almost all
Part-time	15-34 hr/wk	Some
Temporary	16-32 hr/wk	Some
Seasonal	N/A	None

A few work swing shifts and weekends.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	21%
Employee Referrals	36%
Newspaper Advertisements	71%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	21%
Union Hall Referrals	7%
Walk-in Applicants	36%
Trade Journals	36%
Internet	7%
Colleges/Universities	14%

## GENERAL INFORMATION

⌘ **SKILLS:** Physical therapists should have strong interpersonal skills to successfully educate patients about their physical therapy treatments. They should also be compassionate and possess a desire to help patients. Similar traits are also needed to interact with the patient's family. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none given.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions. Most promote to senior therapist. A few promote to supervisor. Some do not promote. Promotional needs most named were time and experience.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 52% of this workforce.

## RECREATIONAL THERAPISTS

Recreational Therapists plan, organize, and direct medically approved recreation programs for patients in hospitals, nursing homes or other institutions. Activities include sports, trips, dramatics, social activities, and arts and crafts.

**OES#323170**

**16 Respondents Representing 35 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	44 %
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	25%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	63	25	13	a
If Required or Preferred: Is Experience in other occupations accepted?	62		38	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	38	44	19	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes an average of 12 months in crafts and customer service.

c-Types of training named by employers includes an average of 19 months college training in an field related area, activity director and coordinator, and recreational crafts training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 20% annually. Employer hiring to fill openings from turnover accounted for seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that there was no growth (0%) in the past year.

Almost all employers indicated that this occupation would remain stable over the next two years, a few reported that it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.28-\$11.03	\$8.45
New, experienced	\$6.50-\$12.95	\$8.00
3 years with firm	\$8.00-\$17.25	\$11.96

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	80%	0%	20%	0%	0%	0%
Dental	60%	0%	7%	0%	13%	0%
Vision	53%	0%	7%	0%	0%	0%
Life	67%	0%	7%	0%	7%	0%
Sick Leave	93%	0%	0%	0%	0%	0%
Vacation	100%	50%	0%	0%	0%	0%
Retirement	53%	0%	13%	50%	7%	0%
Child Care	7%	0%	0%	0%	0%	0%

A few employers offer short term and/or long term disability.

EMPLOYING INDUSTRIES

Skilled nursing care facilities
General medical & surgical hospitals
Psychiatric hospitals
Federal government

WORK HOURS

Full-time	30-40 hr/wk	Almost all
Part-time	20-32 hr/wk	Few
Temporary	10-12 hr/wk	Few
Seasonal	N/A	None

A few work swing shift and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	56%
Newspaper Advertisements	88%
Private Employment Agencies	0%
EDD	19%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	6%
Internet	0%
Colleges/Universities	19%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Recreational therapists should be comfortable working with persons who are ill or have disabilities. Therapists must be patient, tactful, and persuasive when working with people who have a variety of special needs. Ingenuity, a good sense of humor, and a strong imagination are needed to adapt activities to individual needs, and good physical coordination is necessary to demonstrate or participate in recreational events. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** many want word processing, some want desktop publishing, a few want spreadsheet.

⌘ **PROMOTIONAL OPPORTUNITIES:** many employers promote to higher level positions; an equal amount does not promote. A few transfer to different departments or to corporate offices, and a few promote to coordinator. Promotional needs most mentioned include time and performance, certification, and management skills.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 86% of this workforce. 6% of the employers are union or subject to collective bargaining. Alternate job titles include activities director, activities coordinator and activities therapist.

SALES AGENTS – REAL ESTATE

Real Estate Sales Agents rent, buy, and sell property to clients on a commission basis. They perform duties such as studying property listings, interviewing prospective clients, accompanying clients to property sites, discussing conditions of sale, and drawing up real estate contracts.

OES#430080

6 Respondents Representing 23 Employees in Fresno County

Note: This survey does not cover Real Estate sales agents who are self-employed.

EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	33 %
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	17%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	83	17	0	a
If Required or Preferred: Is Experience in other occupations accepted?	83		17	b
If Required or Preferred: Will training substitute for experience?	83		17	c
Is Technical/Vocational Training Required?	50	50	0	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes sales and P/R work.

c-Type of training named by employers was real estate licensing.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 160, small

**7 year growth to 2002:** +20 employees

**7 year growth rate:** 12.5%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 8.7% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 4% annually.

All employers indicated that this occupation would remain stable over the next two years.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.90-\$14.38	\$9.59
New, experienced	\$9.59-\$16.78	\$12.95
3 years with firm	\$14.38-\$28.77	\$23.49

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	0%	0%	17%	0%
Dental	50%	0%	0%	0%	17%	0%
Vision	33%	0%	0%	0%	17%	0%
Life	50%	0%	0%	0%	17%	0%
Sick Leave	83%	0%	0%	0%	17%	0%
Vacation	83%	0%	0%	0%	17%	0%
Retirement	50%	0%	0%	0%	17%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 125 flex plan.

## EMPLOYING INDUSTRIES

Single-family housing construction  
Apartment building operators  
Real estate agents and managers

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	17%
Employee Referrals	50%
Newspaper Advertisements	67%
Private Employment Agencies	17%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	17%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** personality traits are equally as important as academic background. Employers look for applicants who possess a pleasant personality, honesty, and a neat appearance, Maturity, tact, and enthusiasm for the job are required in order to motivate prospective customers in this highly competitive field. Agents should also be well organized and detail oriented, as well as have a good memory for names, faces, and business details, such as taxes, zoning codes, and local land-use regulations. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** most want spreadsheet, many want word processing and/or database.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions. Some promote to management. Some do not promote. Sales experience is the most mentioned promotional need.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 39% of this workforce. Alternate job titles include property managers, property supervisors and loan officers.

## SHEET METAL WORKERS

Sheet Metal Workers fabricate, assemble, install, and repair sheet metal products and equipment, such as control boxes, drainpipes, and furnace casings. Their work may involve setting up and operating fabricating machines to cut, bend, and straighten sheet metal; shaping metal over anvils, blocks, or forms using a hammer; operation soldering and welding equipment to join sheet metal parts; and inspecting, assembling, and smoothing seams and joints of burred surfaces.

**OES#891320**

**16 Respondents Representing 268 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	56	31	13	a
If Required or Preferred: Is Experience in other occupations accepted?	23		77	b
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	38	25	38	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes sheet metal working trades.

c-Average training time is 12 months. Union training was most named by employers as required for employment.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 270, small

7 year growth to 2002: -10 employees

7 year growth rate: -3.7%, slow decline

EMPLOYER RESPONSES

TURNOVER: 10.1% annually. Employer hiring to fill openings from turnover accounted for less than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 13% annually.

Many employers indicated that this occupation would grow over the next two years, almost as many reported that it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$12.00	\$6.38
Union	\$5.75-\$7.83	\$7.10
New, experienced	\$5.75-\$11.00	\$9.91
Union	\$9.00-\$11.50	\$10.03
3 years with firm	\$10.00-\$16.00	\$14.00
Union	\$12.00-\$15.07	\$15.00

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	0%	0%	0%	0%
Dental	56%	0%	0%	0%	6%	0%
Vision	50%	0%	0%	0%	0%	0%
Life	69%	0%	0%	0%	0%	0%
Sick Leave	38%	0%	0%	0%	0%	0%
Vacation	88%	0%	0%	0%	0%	0%
Retirement	75%	0%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer a 401K or 125 plan.

EMPLOYING INDUSTRIES

Plumbing, heating, air-conditioning
Roofing, siding, and sheet metal
Sheet metalwork
Food products machinery
Industrial machinery

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	63%
Newspaper Advertisements	69%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	13%
Walk-in Applicants	56%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** should be in good physical condition and have mechanical and mathematical aptitude. Good eye-hand coordination, spatial and form perception, and good manual dexterity are also important. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned CNC as an emerging technology.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions, many promote to foreman, and some promote to leadman. A few promote to supervisor or use the Union steps of apprenticeship training. Some do not promote. The most mentioned promotional needs were people skills, experience and Union training.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 0% of this workforce. 31% of the employers are union or subject to collective bargaining. Alternate job title includes installers.

SURGICAL TECHNICIANS

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile setups, count sponges, needles, and instruments before and during surgery, check the operation of equipment, and clean and restock the operating room. They may pass instruments and supplies to surgeons, and may assist in transporting, positioning, prepping, and draping patients for surgery. They may be known as Surgical Technologists.

OES#329280

10 Respondents Representing 34 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	90%
Associate (2 year) Degree	10%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	20	60	20	a
If Required or Preferred: Is Experience in other occupations accepted?	57		43	b
If Required or Preferred: Will training substitute for experience?	38		63	c
Is Technical/Vocational Training Required?	40	10	50	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 8 months as a medical technician.

c-Types of training named by employers includes an average of 8 months as a certified surgical technician.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Very difficult
<b>Inexperienced:</b>	Not difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 70, small

**7 year growth to 2002:** +40 employees

**7 year growth rate:** 57.1%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 17.6% annually. Employer hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 17% annually.

Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$11.00	\$10.00
New, experienced	\$8.00-\$15.00	\$11.00
3 years with firm	\$9.00-\$15.00	\$13.13

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	44%	20%	33%	0%	0%	0%
Dental	44%	20%	22%	0%	11%	0%
Vision	22%	20%	11%	0%	11%	0%
Life	56%	0%	11%	0%	0%	0%
Sick Leave	100%	60%	0%	0%	0%	0%
Vacation	100%	60%	0%	0%	0%	0%
Retirement	11%	0%	67%	20%	0%	0%
Child Care	0%	0%	11%	0%	0%	0%

A few employers offer educational reimbursements.

## EMPLOYING INDUSTRIES

Offices & clinics of medical doctors  
General medical & surgical hospitals  
Specialty hospitals

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	15-25 hr/wk	Many
Temporary	8-16 hr/wk	Some
Seasonal	N/A	None

Some employers have technicians on-call.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	10%
Employee Referrals	40%
Newspaper Advertisements	80%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	10%
Internet	0%
Colleges/Universities	0%

Other: Word of mouth and job fairs

## GENERAL INFORMATION

⌘ **SKILLS:** Surgical technologists need manual dexterity to handle instruments quickly. They also must be conscientious, orderly, and emotionally stable to handle the demands of the operating room environment. Technologists must respond quickly and know procedures well so that they may have instruments ready for surgeons without having to be told. They are expected to keep abreast of new developments in the field. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Laproscopic equipment procedures.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers do not promote to higher level positions. Some do promote those with training and experience.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 82% of this workforce.

## VETERINARY ASSISTANTS

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post-secondary education such as trade school or junior college.

**OES#798060**

**21 Respondents Representing 70 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	14%
High School or Equivalent	76%
Associate (2 year) Degree	10%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	43	19	a
If Required or Preferred: Is Experience in other occupations accepted?	40		60	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	21	42	37	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 10 months in veterinary related animal care or nursing.

c-Types of training named by employers includes an average of 15 months technician certification, technician license or program training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 110, small

7 year growth to 2002: +10 employees

7 year growth rate: 9.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 34.3% annually. Employer hiring to fill openings from turnover accounted for over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 15% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$7.00	\$6.00
New, experienced	\$5.75-\$9.07	\$7.00
3 years with firm	\$7.00-\$11.00	\$9.00

BENEFITS 86% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	28%	8%	6%	0%
Dental	11%	0%	22%	8%	6%	0%
Vision	0%	0%	11%	8%	0%	0%
Life	0%	0%	11%	0%	0%	0%
Sick Leave	33%	0%	0%	8%	6%	0%
Vacation	67%	8%	0%	8%	6%	0%
Retirement	6%	0%	28%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K.

EMPLOYING INDUSTRIES

Veterinary services

WORK HOURS

Full-time	40-55 hr/wk	Almost all
Part-time	8-30 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

A few work a swing shift

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	10%
Employee Referrals	43%
Newspaper Advertisements	67%
Private Employment Agencies	5%
EDD	0%
School Program Referrals	33%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	0%
Colleges/Universities	10%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** perform tasks related to basic animal health care, such as keeping cages and examination areas sanitary, and provide basic care to laboratory animals. They also help veterinarians prepare for surgery, sterilize surgical equipment, observe recovering animals, and give medications and basic medical treatment under the directions of a veterinarian or veterinary technician. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need for a general knowledge of computers.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers do not promote to a higher level position. A few promote to technician or an office position.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 90% of this workforce. Alternate job title includes veterinary technician.

VOCATIONAL AND EDUCATIONAL COUNSELORS

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

OES#315140

18 Respondents Representing 220 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	6%
Associate (2 year) Degree	11%
Bachelor (4 year) Degree	44%
Graduate Study	39%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	17	44	39	a
If Required or Preferred: Is Experience in other occupations accepted?	82		18	b
If Required or Preferred: Will training substitute for experience?	27		73	c
Is Technical/Vocational Training Required?	22	6	72	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 19 months in teaching or social work.

c-Types of training named by employers includes an average of 10 months in field counseling or pupil personnel credentials.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 410, medium

**7 year growth to 2002:** +80 employees

**7 year growth rate:** 19.5%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 18.6% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 2% annually.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.35-\$31.54	\$14.38
Union	\$13.11-\$22.29	\$14.90
New, experienced	\$7.21-\$32.33	\$17.26
Union	\$13.76-\$26.30	\$17.53
3 years with firm	\$8.00-\$33.14	\$21.86
Union	\$14.45-\$33.57	\$18.96

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	33%	0%	0%
Dental	72%	0%	17%	33%	0%	0%
Vision	72%	0%	17%	33%	0%	0%
Life	78%	33%	11%	33%	0%	0%
Sick Leave	94%	33%	6%	33%	0%	0%
Vacation	83%	33%	6%	33%	0%	0%
Retirement	11%	0%	78%	67%	0%	0%
Child Care	0%	0%	6%	0%	6%	0%

A few employers offer tuition fee waivers.

## EMPLOYING INDUSTRIES

Elementary and secondary schools  
Colleges and universities  
Junior college  
Job training and related services  
Social services  
State government

## WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	16-20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

A few work swing shifts and weekends.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	17%
Employee Referrals	22%
Newspaper Advertisements	72%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	17%
Trade Journals	39%
Internet	33%
Colleges/Universities	50%

Other: Postings and word of mouth

## GENERAL INFORMATION

⌘ **SKILLS:** Persons interested in counseling should have a strong interest in helping others and the ability to inspire respect, trust, and confidence. They should be able to work independently or as part of a team. Counselors follow the code of ethics associated with their respective certifications and licenses. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, some want database or spreadsheet. Programs mentioned were WORD, EXCEL and Internet E-mail.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Counseling techniques require writing and communication skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers do promote, some do not promote to higher level positions. A few promote to higher in-grade levels, director or head of counseling, principal or assistant principal. The most mentioned promotional needs include experience, education, people skills, communication skills, training and credentials.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 64% of this workforce. 39% of the employers are union or subject to collective bargaining. Alternate job titles include admissions coordinators, admission counselors, admission advisors, career counselors, guidance counselors, guidance specialists and high school counselors.





# **SECTION 6**

## **OCCUPATIONS SURVEYED**

### **1998**

## **A Special Message for Readers and Users**

**The Fresno Workforce Development Board and the State of California Employment Development Department Labor Market Information Division have made a substantial effort to ensure the accuracy of the information contained in this report. We are committed to high standards of research and to high quality labor market information for local users. However, the data is collected by survey from local employers and training providers, and no attempt is made to verify the accuracy of the data that is supplied. Labor market research is not a precise science and may be impacted by a variety of factors in a short period of time. The data must be viewed like a photograph, which captures a view of reality at a specific point in time. Therefore, the data should be used with care.**

**The minimum wage in effect as of March 1, 1998, is \$5.75 per hour. This report is based on that minimum wage. The data was gathered between April 15, 1998 and August 30, 1998.**

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state CCOIS Staff.

## TERMS USED IN THIS REPORT

### When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

### When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

### When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including
1.50	times average
Average	.90 to but not including 1.10
	times average
Slower than average	Less than .90 times
average	
No significant change, or remain stable	Zero
Slow decline	Less than zero

### We use the following terms when listing the frequency of activity in the occupation:

<u>Occasionally:</u>	Activity or condition exists up to 1/3 rd of the time.
<u>Frequently:</u>	Activity or condition exists 1/3 rd to 2/3 rd of the time.
<u>Constantly:</u>	Activity or condition exists 2/3 rd to full time.

### We use the following terms to describe physical demands required in the occupation

<u>Light:</u>	Lifting 20 lbs. maximum with frequent lifting and or carrying of objects weighing up to 10 lbs. Even though the weight lifted may be only a negligible amount. A job is in this category when it requires walking or standing to a significant degree, or when it involves setting most of the times with a degree of pushing and pulling of arm and/or leg control.
<u>Medium:</u>	Lifting 50 lbs. maximum with frequent lifting and /or carrying of objects weighing up to 25 lbs.
<u>Heavy:</u>	Lifting 100 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 50 lbs.
<u>Very Heavy:</u>	Lifting objects in excess of 100 lbs. with frequent lifting of objects weighing 50 lbs. or more.

### ABBREVIATIONS USED IN THIS REPORT

Ag	Agriculture
AP	Accounts Payable
AR	Accounts Receivable
CIP	Classification of Instructional Program
CNC	Computer Numerical Controlled
DMV	Department of Motor Vehicles
EPA	Environmental Protection Agency
ESOP	Employee Stock Ownership Plan
GYN	Gynecology
LAN	Local Area Network
N/A	Not Available
NP	Nurse Practitioner
OES	Occupational Employment Statistics
OTA	Occupational Therapists Assistant
PA	Physicians Assistant
PC	Personal Computer
POST	Peace Officers Standards & Training
RDA	Registered Dental Assistant
RDH	Registered Dental Hygienist
RN	Registered Nurse
WAN	Wide Area Network
WPM	Words Per Minute



## ASSEMBLERS AND FABRICATORS-EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

### OES # 939560

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

#### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT <u>THIS</u> <u>EDUCATION LEVEL:</u>
HIGH SCHOOL OR EQUIVALENT	100

Average vocational training time is up to 30 days. Many employers always accept training as a substitute for work experience. A few employers require a forklift operators certificate for employment.

#### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	77%
3 MONTHS	2%
6 MONTHS	19%
9 MONTHS	2%

Many employers never require work experience for employment.

#### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

#### EMPLOYMENT TRENDS

##### EDD PROJECTIONS

1995 SIZE:	1,740, very large
7 YEAR GROWTH:	130
7 YEAR GROWTH RATE:	7.5%, slower than average

##### EMPLOYER RESPONSES

**TURNOVER:** 4.3% annually. Employer hiring to fill openings from turnover accounted for less than half of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would grow over the next three years, and many reported it would remain stable. Past growth was attributed to a good economy and an expanding international market.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$5.75/6.75	\$8.00/10.51	\$6.25/7.19
New, experienced	\$6.00/6.75	\$11.00/11.51	\$7.00/8.60
3 years with firm	\$7.48/9.18	\$15.00/13.26	\$8.00/11.75

**BENEFITS**

(Benefits offered by employers with benefits)	<b>% EMPLOYERS W/ BENEFITS</b>		<b>100%</b>
	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>	
MEDICAL INSURANCE	100	0	
DENTAL INSURANCE	87	0	
VISION INSURANCE	60	0	
LIFE INSURANCE	93	0	
PAID SICK LEAVE	67	0	
PAID VACATION	100	0	
RETIREMENT PLANS	93	0	
CHILD CARE	7	0	

Some employers offer a 401K plan. A few offer tax benefited savings or cafeteria plans.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, and depth perception. Occasionally there may be need for stooping, kneeling, crouching, and visual acuity.

**EMERGING TECHNOLOGY AND SKILLS:** all employers responding to this question stated that basic computer knowledge skills would be used in the future for new computerized machines.

**PROMOTIONAL OPPORTUNITIES:** almost all employers promote to leadman or supervision positions.

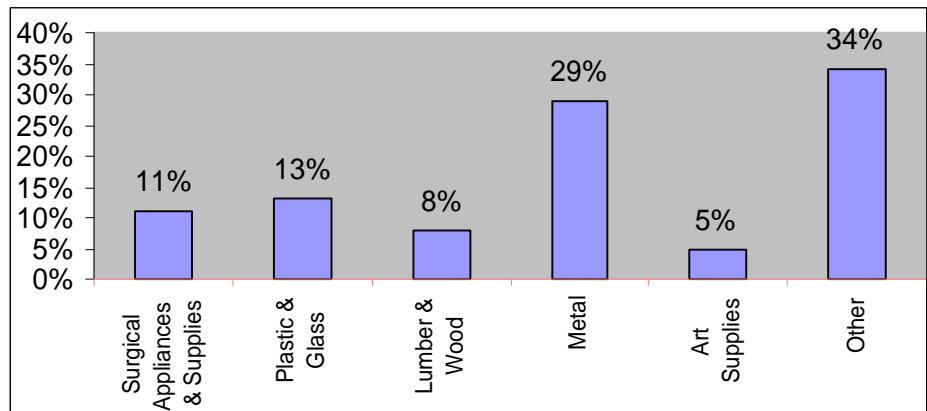
**OTHER RELEVANT INFORMATION:** female employees make up 35% of this workforce. 27% of employers report that they have union workers in this occupation. Other job titles include production workers and warehouse workers. A few employers desire forklift experience.

**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation are full-time (40hr/wk). There are a few temporary opportunities (40hr/wk), but no part time or seasonal opportunities were reported.

**RECRUITMENT**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	29
NEWSPAPER ADVERTISEMENTS:	47
PRIVATE EMPLOYMENT AGENCIES:	81
UNSOLICITED WALK-INS:	28
IN-HOUSE PROMOTION OR TRANSFER:	28
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
PRIVATE VOCATIONAL SCHOOLS:	0
EDD:	48
UNION HALL REFERRALS:	0

**EMPLOYING INDUSTRIES**

DOT Codes: 709.684-XXX, 710.281-010, 710.381-010, 710.584-010, 710.684-XXX, 711.684-014, 712.684-XXX, 712.687-010, 713.384-010, 713.684-XXX

15 firms, representing 656 employees responded to the survey

## AUTOMOTIVE BODY AND RELATED REPAIRERS

OES # 853050

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES <u>HIRED DURING THE LAST 12 MONTHS:</u>	PERCENTAGE OF EMPLOYEES AT <u>THIS EDUCATION LEVEL:</u>
---------------------------------------------------------------------------	------------------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	96%
---------------------------	-----

COLLEGE BUT NO DEGREE	4%
-----------------------	----

Average vocational training time is from 6 months to 1 year. Many employers sometimes accept training as a substitute for work experience.

### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS <u>FOR THIS OCCUPATION:</u>	EMPLOYEES HIRED AT THIS LEVEL <u>OF EXPERIENCE (LAST 12 MONTHS):</u>
---------------------------------------------------------------	-------------------------------------------------------------------------

NOT REQUIRED	13%
8 MONTHS	55%
12 MONTHS	6%
24 MONTHS	15%
36 MONTHS	8%
48 MONTHS	2%

Most employers always require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
---------------------------------------------------------------	--------------------

DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult
-------------------------------------------------------------	--------------------

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	370, small
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	8.1%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 44.3% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 15% annually. Most employers indicated that this occupation would grow over the next three years, some expect it to remain stable. Past growth was attributed to a good economy and to the insurance industry's new "Direct Repair" programs.



**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$12.00	\$5.75
New, experienced	\$5.75	\$18.00	\$8.00
3 years with firm	\$7.25	\$23.97	\$15.00

A few employers pay incentive or commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 93%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	93	0
DENTAL INSURANCE	50	0
VISION INSURANCE	21	0
LIFE INSURANCE	36	0
PAID SICK LEAVE	29	0
PAID VACATION	86	0
RETIREMENT PLANS	29	0
CHILD CARE	0	0

Some employers offer a 401K plan.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for perception through feeling or color vision.

**EMERGING TECHNOLOGY AND SKILLS:** New skills were reported to be needed to meet new needs; changing EPA rules, aluminum & plastic welding, and new technology needs involving electronics and computer skills.

**PROMOTIONAL OPPORTUNITIES:** most employers promote to estimator or sales position.

**OTHER RELEVANT INFORMATION:** Female employees make up 3% of the workforce. No employers indicated that they had union employees in this occupation. Other job titles include Painters (helper, preper, scuffer), Technicians (collision, paint, body, frame), body and fender men, frame men, metal men, alignment and repairmen.

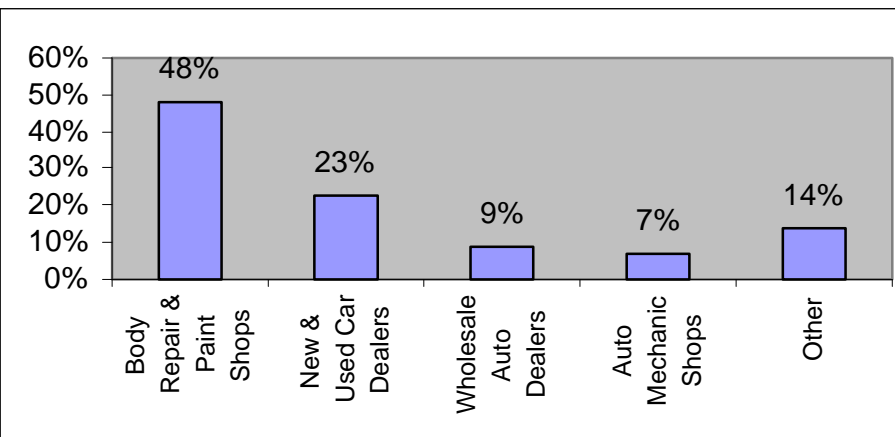
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full-time (40-50 hr/wk). There were a few part time opportunities (30 hr/wk).

**RECRUITMENT**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	32%
NEWSPAPER ADVERTISEMENTS:	73%
PRIVATE EMPLOYMENT AGENCIES:	3%
UNSOLICITED WALK-INS:	24%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Another method of recruitment that was used by many employers was recruiting through an industry Network.

**EMPLOYING INDUSTRIES**

DOT Codes: 620.364-010, 620.684-034, 807.267-010, 807.281-010, 807.361-010, 807.381-XXX, 845.381-018, 865.684-010  
15 firms, representing 181 employees responded to this survey

## AUTOMOTIVE MECHANICS

OES # 853020

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics.

### EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
----------------------------------------------------------------------------	-------------------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	50%
COLLEGE BUT NO DEGREE	50%

Average vocational training time is from 6 months to 1 year. Some employers sometimes accept training as a substitute for work experience, and some employers always accept training as a substitute for work experience.

### EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
----------------------------------------------------------------	--------------------------------------------------------------------------

NOT REQUIRED	30%
12 MONTHS	70%

Most employers always require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

Difficulty finding qualified <u>inexperienced</u> applicants:	A little difficult
---------------------------------------------------------------	--------------------

Difficulty finding qualified <u>experienced</u> applicants:	Somewhat difficult
-------------------------------------------------------------	--------------------

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply for experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	1,780, very large
7 YEAR GROWTH:	230
7 YEAR GROWTH RATE:	12.9%, average

#### EMPLOYER RESPONSES

**TURNOVER:** 7.6% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would grow over the next three years, while many expect it to remain stable. Growth was attributed to aggressive advertising, increased auto sales, special maintenance needs of newer cars, and customer referrals.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$8.00	\$6.86
New, experienced	\$5.75	\$19.30	\$8.50
3 years with firm	\$8.00	\$19.50	\$12.50

A few employers pay commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 100%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0
DENTAL INSURANCE	60%	0
VISION INSURANCE	47%	0
LIFE INSURANCE	60%	0
PAID SICK LEAVE	13%	0
PAID VACATION	93%	0
RETIREMENT PLANS	60%	0
CHILD CARE	0	0

Some employers offer a 401K or profit sharing plan. A few employers offer uniforms.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for stooping, kneeling, crouching, talking, and visual acuity.

**EMERGING TECHNOLOGY AND SKILLS:** computer literacy skills will be needed in computer diagnostics. Other needed skills will be in math, electronics, and plastic radiator repair.

**PROMOTIONAL OPPORTUNITIES:** almost all employers promote to shop foreman, technician, cashier, service advisor or service writer.

**OTHER RELEVANT INFORMATION:** female employees make up 0% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles include technicians (master, certified, professional), mechanics (general, apprentice, journeymen), radiator repair and benchmen, installers and rebuilders.

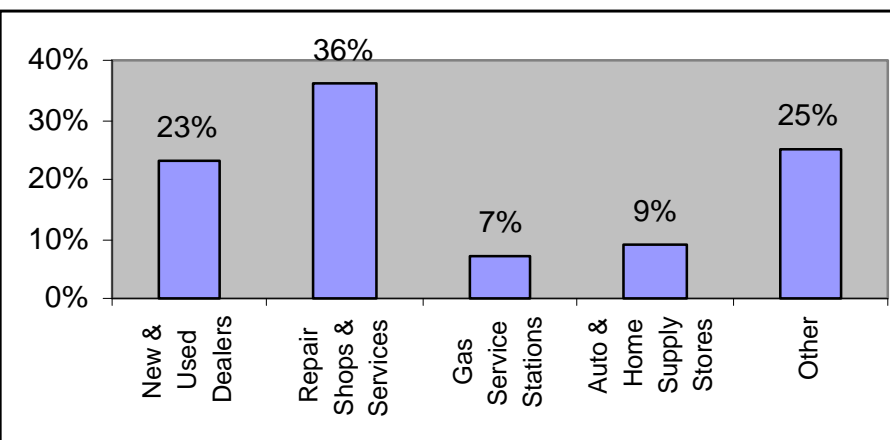
**WORK PATTERNS (HOURS & SHIFTS)**

All employment opportunities in this occupation were full-time (40-50 hr/wk). No temporary, part time or seasonal opportunities were reported.

**RECRUITMENT**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	70%
NEWSPAPER ADVERTISEMENTS:	75%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	10%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by a few employers were recruiting through car dealers and industry suppliers.

**EMPLOYING INDUSTRIES**

DOT Codes: 620.261-XXX, 620.281-XXX, 620.381-XXX, 620.684-XXX, 625.281-022, 706.381-046, 806.361-026, 806.684-038, 807.664-010, 807.684-022, 825.381-014

15 firms, representing 166 employees responded to this survey

## BAKERS-BREAD AND PASTRY

### OES # 650210

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

#### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--------------------------------------------------------------------	-----------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	12.5%
COLLEGE BUT NO DEGREE	87.5%

Average vocational training time is from 2 to 4 years. Many employers never accept training as a substitute for work experience, and some employers sometimes accept training as a substitute for work experience.

#### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--------------------------------------------------------	------------------------------------------------------------------

NOT REQUIRED	93%
1 MONTH	1%
3 MONTHS	1%
12 MONTHS	4%
24 MONTHS	1%

Many employers always require work experience for employment. Some employers never require work experience for employment.

#### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
---------------------------------------------------------------	--------------------

DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult
-------------------------------------------------------------	--------------------

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

#### EMPLOYMENT TRENDS

##### EDD PROJECTIONS

1995 SIZE:	350, small
7 YEAR GROWTH:	80
7 YEAR GROWTH RATE:	22.9%, much faster than average

##### EMPLOYER RESPONSES

**TURNOVER:** 32% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would remain stable over the next three years, while some expect it to grow. Past growth was attributed to more customers traveling and/or eating out, new menus and good prices.

**WAGES & BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$7.00	\$6.00
New, experienced	\$5.75	\$8.06	\$6.00
3 years with firm	\$5.75	\$13.35	\$7.50

**BENEFITS**

% EMPLOYERS W/ BENEFITS=	58%
--------------------------	-----

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	55%	18%
DENTAL INSURANCE	45%	18%
VISION INSURANCE	27%	9%
LIFE INSURANCE	27%	0%
PAID SICK LEAVE	55%	36%
PAID VACATION	73%	36%
RETIREMENT PLANS	27%	18%
CHILD CARE	9%	0%

A few employers offer a profit sharing plan.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, near visual acuity and depth perception. Occasionally there may be need for finger dexterity and feeling, visual acuity and color vision.

**EMERGING TECHNOLOGY AND SKILLS:** employers in this survey identified no new or obsolete skills.

**PROMOTIONAL OPPORTUNITIES:** most employers do not promote. Some promote to supervisor, production manager or bakery manager.

**OTHER RELEVANT INFORMATION:** female employees make up 39% of this workforce. 5% of employers report that they have union workers in this occupation. Other job titles include pizza maker, pretzel maker, bakery clerk and pastry chef.

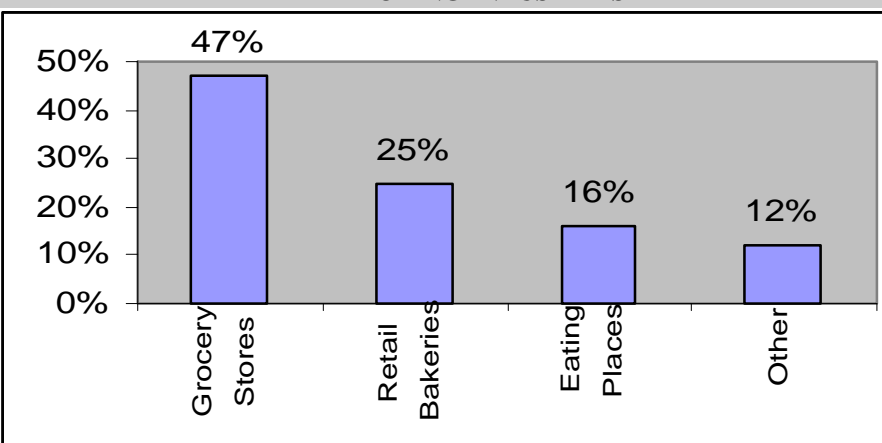
**WORK PATTERNS (HOURS & SHIFTS)**

Most employment opportunities in this occupation were part time (15-30 hr/wk). Some full time opportunities were reported (35-50 hr/wk).

**RECRUITMENT**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	8%
NEWSPAPER ADVERTISEMENTS:	23%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	85%
IN-HOUSE PROMOTION OR TRANSFER:	3%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	3%
EDD:	1%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by some employers were recruiting through the internet, job boards, and other bakeries.

**EMPLOYING INDUSTRIES**

DOT Codes: 313.361-010, 313.381-XXX,  
19 firms, representing 229 employees responded to this survey

## BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

OES # 553380

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. This does not include individuals whose primary duty is operating special office machines.

### EDUCATION & TRAINING

#### EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

#### PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT  
COLLEGE BUT NO DEGREE

50%  
50%

Average vocational training time is from 3 to 6 months. Many employers sometimes accept training as a substitute for work experience, and some employers never accept training as a substitute for work experience. A few employers require applicants to have Rynalds and Rynalds training (12 months).

### EXPERIENCE

#### DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

#### EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

6 MONTHS  
12 MONTHS  
48 MONTHS  
60 MONTHS

57%  
7%  
29%  
7%

Many employers always require work experience for employment. Some employers sometimes require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:

A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	4,810, very large
7 YEAR GROWTH:	-70
7 YEAR GROWTH RATE:	-1.5%, slow decline

#### EMPLOYER RESPONSES

**TURNOVER:** 8.9% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 2% annually. Many employers indicated that this occupation would remain stable over the next three years, while some expect it to grow and a few expect it to decline. Past growth was attributed to new markets and company reorganization.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$9.59	\$7.00
New, experienced	\$5.75	\$11.99	\$8.63
3 years with firm	\$7.00	\$15.00	\$10.07

**BENEFITS****% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	6%
DENTAL INSURANCE	82%	6%
VISION INSURANCE	41%	0%
LIFE INSURANCE	53%	6%
PAID SICK LEAVE	71%	12%
PAID VACATION	88%	12%
RETIREMENT PLANS	71%	6%
CHILD CARE	0%	0%

Some employers offer 401K, 125, or retirement plans. A few offer long term disability and/or a Christmas bonus.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling and finger dexterity.

**EMERGING TECHNOLOGY AND SKILLS:** all employers responding to this question mentioned the need for increased computer literacy, from basic software to advanced computer programs. Paper and pen skills are becoming obsolete.

**PROMOTIONAL OPPORTUNITIES:** most employers don't promote. Some promote to A/P, A/R, Payroll Supervisor or Controller.

**OTHER RELEVANT INFORMATION:** female employees make up 92% of this workforce. No employers indicated that they had union employees in this occupation. Job titles include A/P, A/R, Data Entry, General Ledger, and Payroll clerks. Other job titles are personnel, administration, and office managers. Bookkeepers are also identified as Business and Finance employees and work as collections, billing and cash management clerks.

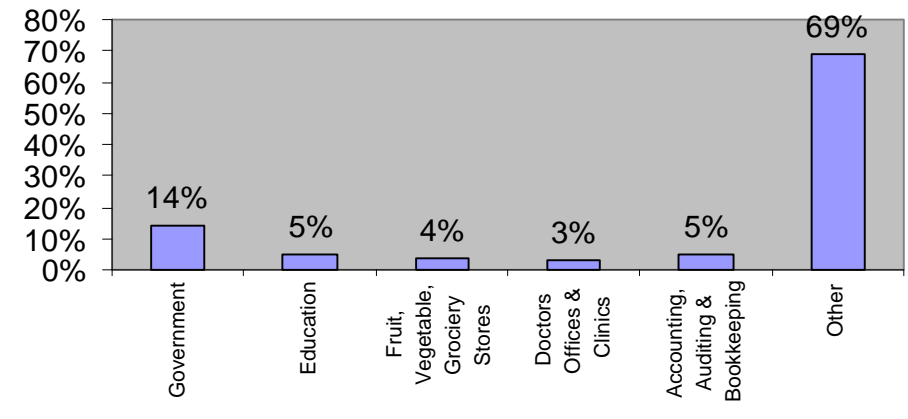
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full-time (30-60 hr/wk). A few part-time opportunities were reported (20-27 hr/wk).

**RECRUITMENT**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	33%
NEWSPAPER ADVERTISEMENTS:	56%
PRIVATE EMPLOYMENT AGENCIES:	33%
UNSOLICITED WALK-INS:	22%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by some employers were recruiting through the Internet and business networks.

**EMPLOYING INDUSTRIES**

DOT Codes: 313.361-010, 313.381-XXX,  
19 firms, representing 229 employees responded to this survey

## CABINETMAKERS AND BENCH CARPENTERS

### OES # 893110

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high-grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock.

#### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	99%
COLLEGE BUT NO DEGREE	1%

Average vocational training time is from 6 months to 1 year. Some employers sometimes accept training as a substitute for work experience, and some employers always accept training as a substitute for work experience. A few employers require forklift certification for employment.

#### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	46%
3 MONTHS	1%
6 MONTHS	24%
12 MONTHS	11%
24 MONTHS	12%
36 MONTHS	2%
60 MONTHS	4%

Many employers always require work experience for employment. Some employers never require work experience for employment.

#### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking. Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

#### EMPLOYMENT TRENDS

##### EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	40
7 YEAR GROWTH RATE:	21.1%, much faster than average

##### EMPLOYER RESPONSES

**TURNOVER:** 29.3% annually. Employer hiring to fill openings from turnover accounted for just under four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 7% annually. Most employers indicated that this occupation would remain stable over the next three years. Some expect it to grow and a few expect it to decline. Past growth was attributed to the expansion of home building, a good economy and aggressive marketing.



**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$11.75	\$6.00
New, experienced	\$5.75	\$14.73	\$7.10
3 years with firm	\$7.50	\$27.25	\$9.50

**BENEFITS****% EMPLOYERS W/ BENEFITS= 63%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	60%	0%
DENTAL INSURANCE	30%	0%
VISION INSURANCE	10%	0%
LIFE INSURANCE	20%	0%
PAID SICK LEAVE	10%	10%
PAID VACATION	90%	10%
RETIREMENT PLANS	50%	0%
CHILD CARE	0%	0%

Union employees have a union retirement plan. A few employers offer a Christmas bonus.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, and finger dexterity. Occasionally there may be need for visual acuity and color vision.

**EMERGING TECHNOLOGY AND SKILLS:** all employers responding to this question mentioned the need for increased computer literacy and computerized machines.

**PROMOTIONAL OPPORTUNITIES:** most employers promote to leadsman, journeyman, installer, foreman or supervisor.

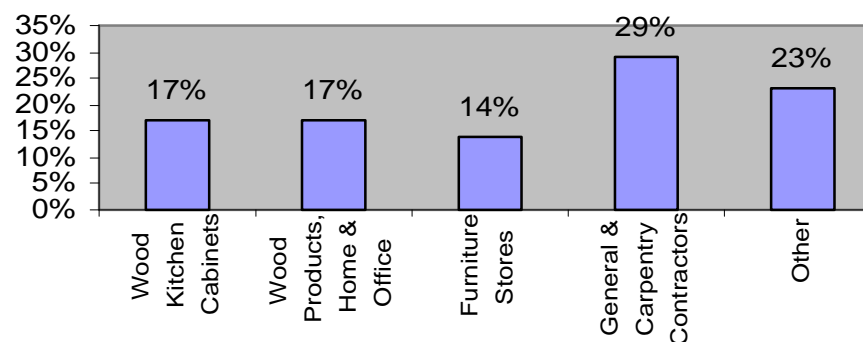
**OTHER RELEVANT INFORMATION:** female employees make up 1% of this workforce. 19% of employers report that they have union workers in this occupation. Other job titles are millmen (millers), machinists, stock cutters, woodworkers, assemblymen, drawers, framers and door makers.

**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full-time (40 hr/wk). There are a few part time positions (20-25 hr/wk).

**RECRUITMENT**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	41%
NEWSPAPER ADVERTISEMENTS:	48%
PRIVATE EMPLOYMENT AGENCIES:	34%
UNSOLICITED WALK-INS:	48%
IN-HOUSE PROMOTION OR TRANSFER:	1%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	1%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	34%
UNION HALL REFERRALS:	27%

**EMPLOYING INDUSTRIES**

## COMPUTER SUPPORT SPECIALISTS

OES # 251040

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answers clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	7%
COLLEGE BUT NO DEGREE	72%
ASSOCIATE DEGREE	16%
BACHELOR DEGREE	5%

Average vocational training time is from 2 to 4 years. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience.

### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	7%
6 MONTHS	2%
12 MONTHS	30%
18 MONTHS	14%
24 MONTHS	42%
36 MONTHS	2%
48 MONTHS	2%

Many employers always require work experience for employment. Some employers usually require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	180, small
7 YEAR GROWTH:	10
7 YEAR GROWTH RATE:	5.6%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 21% annually. Employer hiring to fill openings from turnover accounted for just over one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 39% annually. Most employers indicated that this occupation would grow over the next three years, while some expect it to remain stable. Past growth was attributed to the increased growth in technology and the increased populations using computers. Employers are moving away from mainframe computers to PC's, and the government gives grants that benefit technology, supporting the need for continued education in computer use.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$8.50/8.78	\$22.54/15.62	\$10.08/12.23
New, experienced	\$9.69/8.78	\$23.97/18.50	\$13.19/13.17
3 years with firm	\$11.41/11.20	\$26.37/20.43	\$15.00/14.41

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 100%**

	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	13%
DENTAL INSURANCE	94%	6%
VISION INSURANCE	88%	6%
LIFE INSURANCE	94%	13%
PAID SICK LEAVE	100%	13%
PAID VACATION	100%	13%
RETIREMENT PLANS	100%	19%
CHILD CARE	6%	0%

A few employers offer full time employees long term disability insurance.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, and finger dexterity. Occasionally there may be need for visual acuity and color vision.

**EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need for Intranet and Internet network comprehension (WAN & LAN). Specialists should be current with changes in technology and system management. Employers identified COBAL, DOS and OS-2 as obsolete, as well as those with only terminal skills.

**PROMOTIONAL OPPORTUNITIES:** employers responding promote to programmers, analysts, data processing and network system assistants or specialists. Supervision openings were identified as technical support managers, department managers and department supervisors.

**OTHER RELEVANT INFORMATION:** female employees make up 19% of this workforce. 50% of employers report that they have union workers in this occupation. Job titles are specialists and technicians: microcomputer, computer systems, Network support, technical support, information system and information technology. Other titles are Network and LAN administrators, systems programmers, software support specialists and technical service coordinators.

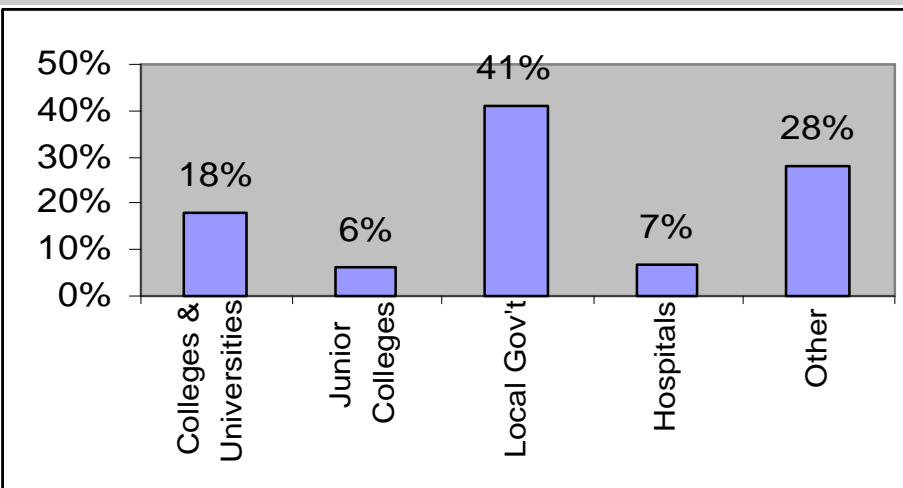
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full-time (37-40hr/wk). A few employment positions were part time (11-20 hr/wk).

**RECRUITMENT****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	12%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	5%
UNSOLICITED WALK-INS:	5%
IN-HOUSE PROMOTION OR TRANSFER:	91%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	23%
PRIVATE VOCATIONAL SCHOOLS:	7%
EDD:	5%
UNION HALL REFERRALS:	0%

Some employers recruit through job fairs, the Internet, ads in professional journals, and using their own mailing lists.

**EMPLOYING INDUSTRIES**

DOT Codes: 039.264-010

16 firms, representing 99 employees responded to this survey

## CORRECTION OFFICERS AND JAILERS

OES # 630170

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, travelling by automobile or public transportation, and may be designated deputy guard. This occupation includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	29%
COLLEGE BUT NO DEGREE	71%

Average vocational training time is from 3 to 6 months. Many employers always accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience and an equal number sometimes accept training as a substitute for work experience.

### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTH	71%
12 MONTHS	29%

Most employers never require work experience for employment. Some employers always require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants. Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	280, small
7 YEAR GROWTH:	90
7 YEAR GROWTH RATE:	32.1%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 4% annually. Employer hiring to fill openings from turnover accounted for less than two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 3% annually. Most employers indicated that this occupation would grow over the next three years, while some expect it to remain stable. Past growth was attributed to increase in population, increase in crime and expanded institutional facilities.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$9.03	\$11.53	\$10.63
New, experienced	\$9.03	\$11.53	\$10.63
3 years with firm	\$10.98	\$18.16	\$14.61

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 100%**

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	100%	0%
VISION INSURANCE	100%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent handling, verbal communication, hearing perception, visual acuity and field of vision. Occasionally there may be need for finger dexterity, tasting/smelling, and near and far visual acuity.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified no new or obsolete skills.

**PROMOTIONAL OPPORTUNITIES:** most employers promote through a progression of steps, levels 1, 2, and 3.

**OTHER RELEVANT INFORMATION:** female employees make up 24% of this workforce. All employers reported that they had union workers in this occupation. Other job titles are group counselors and custodial care officers. Employees must be able to work with the public.

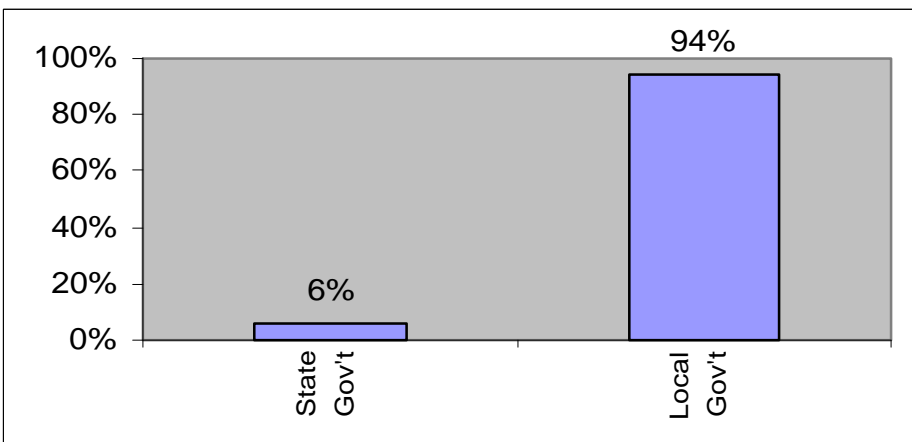
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full-time (40 hr/wk). A few employment positions were part time (30 hr/wk) or temp/on call (32 hr/wk).

**RECRUITMENT****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	0%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	53%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	81%
PRIVATE VOCATIONAL SCHOOLS:	81%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers hire through recruiters or the county personnel Network.

**EMPLOYING INDUSTRIES**

DOT Codes: 372.367-014, 372.567-014, 372.667-018, 372.677-010, 375.367-010  
4 firms, representing 1098 employees responded to this survey

**COURT CLERKS**

OES # 537020

Court Clerks perform clerical duties in a court of law; prepare the docket of cases to be called; secure information for judges; and contact witnesses, attorneys, and litigants to obtain information for the court.

**EDUCATION & TRAINING**

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
COLLEGE BUT NO DEGREE	50%
BACHELOR DEGREE	50%

Average vocational training time is from 1 to 2 years. However, all employers surveyed stated that training is never a substitute for work experience.

**EXPERIENCE**

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
36 MONTHS	50%
48 MONTHS	50%

Most employers always require work experience for employment. Some employers sometimes require work experience for employment.

**EMPLOYER SUPPLY & DEMAND ASSESSMENT**

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Somewhat difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

**EMPLOYMENT TRENDS****EDD PROJECTIONS**

1995 SIZE:	110, small
7 YEAR GROWTH:	10
7 YEAR GROWTH RATE:	9.1%, slower than average

**EMPLOYER RESPONSES**

**TURNOVER:** 1.5% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 3% annually. Growth is expected in this occupation over the next three years. Past growth was attributed to the increase in population, the increase in case filings, and an increase in funding.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$10.10/13.28	\$10.10/13.28	\$10.10/13.28
New, experienced	\$12.22/13.28	\$12.91/13.28	\$12.57/13.28
3 years with firm	\$16.83/13.49	\$21.08/13.49	\$18.95/13.49

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 100%**

	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	67%	0%
VISION INSURANCE	67%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

Most employers offer 401K or deferred savings plans.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: frequent verbal communication and hearing perception with occasional reaching, handling, finger dexterity and near visual acuity.

**EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need of PC experience for word processing and new court programs (UNIX). Future employment will require strong service oriented and organizational skills.

**PROMOTIONAL OPPORTUNITIES:** most employers promote to divisional courtroom clerk, supervising clerk, senior legal process clerk or clerk supervisor.

**OTHER RELEVANT INFORMATION:** female employees make up 89% of this workforce. 33% of employers report that they have union workers in this occupation. Other job titles are deputy, chief deputy, legal process and office clerk.

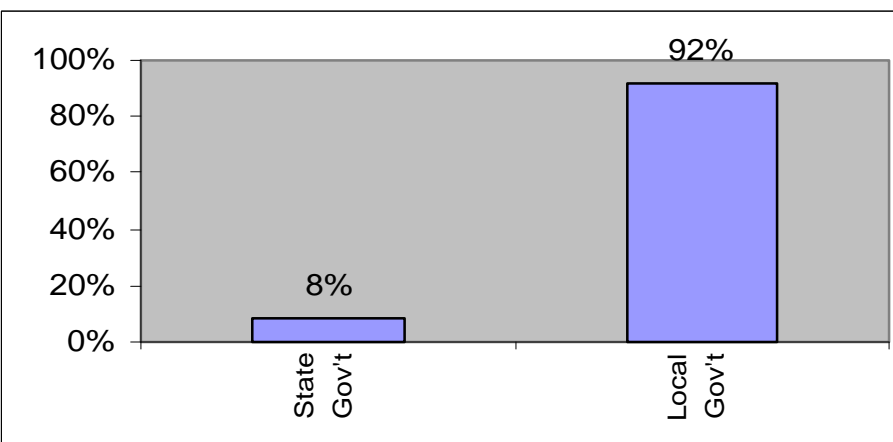
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full-time (40 hr/wk). A few employment positions were temp/on call (40 hr/wk). There were no part-time positions reported

**RECRUITMENT**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	50%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	100%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	50%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	50%

Some employers recruit through job postings.

**EMPLOYING INDUSTRIES**

DOT Codes: 243.362-010

3 firms, representing 277 employees responded to this survey

145

**DENTAL HYGIENISTS**

OES # 329080

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

**EDUCATION & TRAINING**

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
ASSOCIATE DEGREE	92%
GRADUATE STUDY	8%

Average vocational training time is from 1 to 2 years. Dental Hygienists must be RDH licensed and should have field experience using anesthesia and nitrous oxide. Many employers never accept training as a substitute for work experience.

**EXPERIENCE**

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
0 MONTHS	62%
6 MONTHS	8%
12 MONTHS	8%
24 MONTHS	23%

Many employers never require work experience for employment, but most require some kind of field training such as RDA certification. Some employers always require work experience for employment.

**EMPLOYER SUPPLY & DEMAND ASSESSMENT**

<b>DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:</b>	<b>A little difficult</b>
<b>DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:</b>	<b>A little difficult</b>

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

**EMPLOYMENT TRENDS****EDD PROJECTIONS**

<b>1995 SIZE:</b>	<b>340, small</b>
<b>7 YEAR GROWTH:</b>	<b>120</b>
<b>7 YEAR GROWTH RATE:</b>	<b>35.3%, much faster than average</b>

**EMPLOYER RESPONSES**

**TURNOVER:** 22.4% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of 4% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.



**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$25.00	\$30.00	\$28.50
New, experienced	\$17.98	\$35.00	\$29.00
3 years with firm	\$21.58	\$40.00	\$31.25

Some employees pay commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 82%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	71%	7%
DENTAL INSURANCE	64%	29%
VISION INSURANCE	43%	7%
LIFE INSURANCE	0%	0%
PAID SICK LEAVE	64%	14%
PAID VACATION	71%	14%
RETIREMENT PLANS	50%	21%
CHILD CARE	0%	0%

A few employers offer a 401K plan.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger feeling and dexterity, verbal communication, hearing perception, and visual accommodation with near acuity and depth perception. Occasionally there will be need for stooping and color vision.

**EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need of computer skills, laser and cavitron training. Curettage and hand skills are becoming obsolete.

**PROMOTIONAL OPPORTUNITIES:** almost all employers don't promote. A few employers promote to administration positions, and to department heads in a group practice.

**OTHER RELEVANT INFORMATION:** female employees make up 100% of this workforce. 6% of employers report that they have union workers in this occupation.

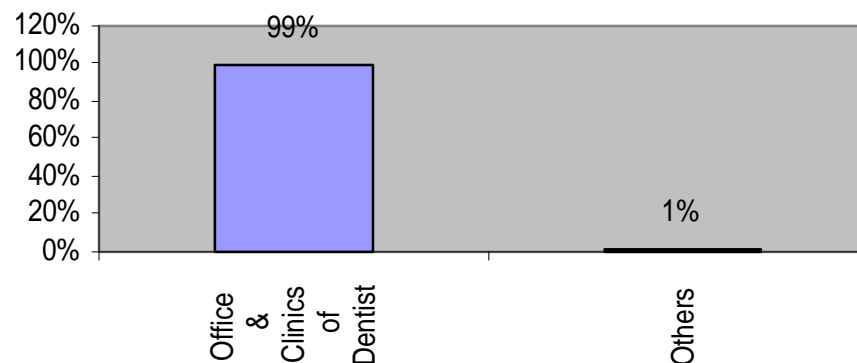
**WORK PATTERNS (HOURS & SHIFTS)**

Many employment opportunities in this occupation were part-time (8-36 hr/wk). Not as many employment positions were full time (28-40 hr/wk).

**Recruitment**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	31%
NEWSPAPER ADVERTISEMENTS:	69%
PRIVATE EMPLOYMENT AGENCIES:	23%
UNSOLICITED WALK-INS:	8%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	8%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers recruit through a dental association Network.

**EMPLOYING INDUSTRIES**

DOT Codes: 078.361-010

17 firms, representing 51 employees responded to this survey

## FARMWORKERS, FARM AND RANCH ANIMALS

OES # 798580

Farmworkers, Farm and Ranch Animal Workers attend to live farm or ranch animals that may include cattle, sheep, swine, goats, and poultry produced for animal products such as meat, fur, skins, feathers, milk, and eggs. Duties may include feeding, watering, herding, grazing, castrating, branding, debeaking, weighing, catching, and loading animals. May maintain records on animals; examine animals to detect diseases and injuries; assist in birth deliveries; and administer medications, vaccinations, or insecticide as appropriate. May clean and maintain housing areas. Workers may also tend dairy milking machines, shear wool from sheep. Collect eggs in hatcheries, place shoes on animals' hooves, and tend bee colonies.

### EDUCATION & TRAINING

#### EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

LESS THAN HIGH SCHOOL  
HIGH SCHOOL OR EQUIVALENT

#### PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

33%  
67%

Average vocational training time is from 3 to 6 months. Some employers require 2-12 months of dairy or cattle training. Most employers sometimes accept training as a substitute for work experience.

### EXPERIENCE

#### DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

2 MONTHS  
3 MONTHS  
6 MONTHS  
12 MONTHS  
24 MONTHS

#### EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

8%  
8%  
8%  
25%  
50%

Many employers usually require work experience for employment. An equal number of employers sometimes require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

#### DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:

A little difficult

#### DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE: 80, small  
7 YEAR GROWTH: 20  
7 YEAR GROWTH RATE: 25%, much faster than average

#### EMPLOYER RESPONSES

TURNOVER: 6.4% annually. Employer hiring to fill openings from turnover accounted for three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$9.21	\$5.75
New, experienced	\$5.75	\$9.21	\$6.39
3 years with firm	\$5.75	\$10.36	\$8.06

**BENEFITS****% EMPLOYERS W/ BENEFITS= 88%**

(Benefits offered by employers with benefits)

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	67%	0%
DENTAL INSURANCE	33%	0%
VISION INSURANCE	27%	0%
LIFE INSURANCE	40%	0%
PAID SICK LEAVE	47%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	33%	0%
CHILD CARE	7%	0%

Many employers offer housing, utilities, or food as bonuses. Some employers offer yearly bonuses and/or health and safety bonuses.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: heavy lifting, frequent reaching and handling with far visual acuity, depth perception and full field of vision. Occasionally there will be need for climbing, balancing, stooping, kneeling, crouching, finger dexterity, near visual acuity and color vision.

**EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need for modern computer and automated equipment skills. Future workers should have knowledge of animal husbandry, agricultural environmental issues and management ability.

**PROMOTIONAL OPPORTUNITIES:** many employers promote to assistant or lead herdsperson, supervisory or foreman positions.

**OTHER RELEVANT INFORMATION:** female employees make up 2% of this workforce. 6% of employers report that they have union workers in this occupation. Other job titles are feeders, milkers, dairy workers, herdsman, sheepherders, and cowboys.

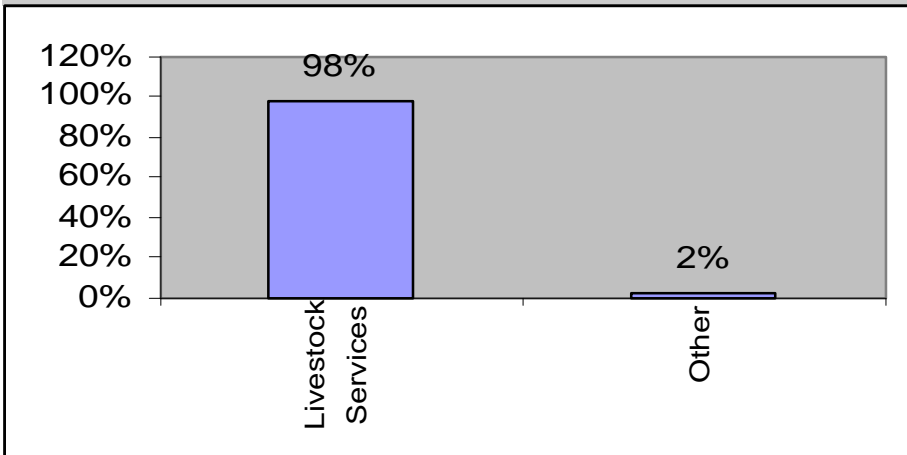
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full time (40-60 hr/wk). A few employment positions were part time (10-30 hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	67%
NEWSPAPER ADVERTISEMENTS:	4%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	79%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Some employers recruit through word of mouth and other employers.

**EMPLOYING INDUSTRIES**

DOT Codes: 410.664-010, 410.684-010, 421.683-010, 421.687-010, 411.584-010  
17 firms, representing 288 employees responded to this survey

**GUARDS AND WATCH GUARDS****OES # 630470**

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

**EDUCATION & TRAINING****EDUCATIONAL LEVEL OF EMPLOYEES  
HIRED DURING THE LAST 12 MONTHS:****PERCENTAGE OF EMPLOYEES AT  
THIS EDUCATION LEVEL:**

LESS THAN HIGH SCHOOL	1%
HIGH SCHOOL OR EQUIVALENT	95%
COLLEGE BUT NO DEGREE	5%

Average vocational training time is from 30 days to 3 months. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience.

**EXPERIENCE****DIRECT EXPERIENCE REQUIREMENTS  
FOR THIS OCCUPATION:****EMPLOYEES HIRED AT THIS LEVEL  
OF EXPERIENCE (LAST 12 MONTHS):**

0 MONTHS	31%
1 MONTH	2%
3 MONTHS	31%
4 MONTHS	19%
9 MONTHS	17%

Many employers never require work experience for employment. Some employers sometimes require work experience for employment.

**EMPLOYER SUPPLY & DEMAND ASSESSMENT**

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

**EMPLOYMENT TRENDS****EDD PROJECTIONS**

1995 SIZE:	1910, very large
7 YEAR GROWTH:	440
7 YEAR GROWTH RATE:	23%, much faster than average

**EMPLOYER RESPONSES**

**TURNOVER:** 31% annually. Employer hiring to fill openings from turnover accounted for just under one-half of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 12% annually. Most employers indicated that this occupation would grow over the next three years. Some employers expect it to remain stable. Past growth was attributed to customer referrals, increased marketing and new company growth.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.75	\$5.75
New, experienced	\$5.75	\$10.79	\$6.00
3 years with firm	\$5.75	\$11.93	\$7.25

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 60%**

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	56%	33%
DENTAL INSURANCE	44%	33%
VISION INSURANCE	33%	33%
LIFE INSURANCE	33%	11%
PAID SICK LEAVE	22%	22%
PAID VACATION	56%	22%
RETIREMENT PLANS	22%	33%
CHILD CARE	0%	0%

A few employers offer bonuses.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, talking, hearing, near and far visual acuity and field of vision. Occasionally there will be need for finger dexterity.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified no new or obsolete skills.

**PROMOTIONAL OPPORTUNITIES:** most employers promote to sergeant, patrol officer/driver, supervisor, or school community liaison.

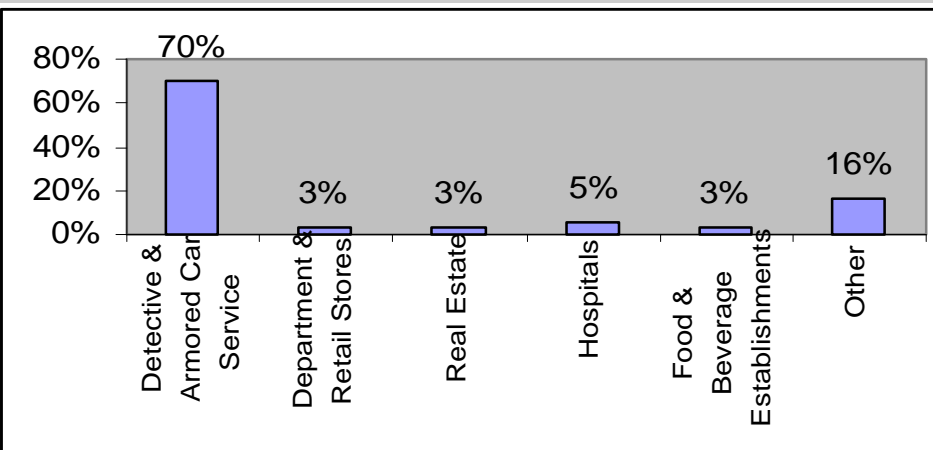
**OTHER RELEVANT INFORMATION:** female employees make up 14% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles are security officers, campus monitors and student safety assistants.

**WORK PATTERNS (HOURS & SHIFTS)**

Most employment opportunities in this occupation were full time (40hr/wk). Some employment positions were part time (12-32 hr/wk) and a few were seasonal (10hr/wk).

**Recruitment****METHOD**

	<u>% OF ALL POSITIONS FILLED LAST 12 Mos</u>
CURRENT EMPLOYEE REFERRALS:	15%
NEWSPAPER ADVERTISEMENTS:	63%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	33%
IN-HOUSE PROMOTION OR TRANSFER:	20%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	4%
PRIVATE VOCATIONAL SCHOOLS:	41%
EDD:	50%
UNION HALL REFERRALS:	0%

**EMPLOYING INDUSTRIES**

DOT Codes: 372.563-010, 372.567-010, 372.667-XXX, 376.667-010, 379.667-010  
15 firms, representing 765 employees responded to this survey

## HOTEL DESK CLERKS

OES # 538080

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

### EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
HIGH SCHOOL OR EQUIVALENT	74%
COLLEGE BUT NO DEGREE	26%

Average vocational training time is from 3 to 6 months. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience.

### EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
0 MONTHS	59%
3 MONTHS	24%
6 MONTHS	12%
12 MONTHS	6%

Many employers never require work experience for employment. Some employers usually require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking. Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	15.8%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 32.6% annually. Employer hiring to fill openings from turnover accounted for just over nine-tenths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 3% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$7.00	\$5.95
New, experienced	\$5.75	\$8.00	\$6.25
3 years with firm	\$5.75	\$9.00	\$7.00

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 82%**

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	64%	0%
DENTAL INSURANCE	50%	0%
VISION INSURANCE	50%	0%
LIFE INSURANCE	50%	0%
PAID SICK LEAVE	21%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	14%	0%
CHILD CARE	0%	0%

**WORK PATTERNS (HOURS & SHIFTS)**

Most employment opportunities in this occupation were full time (35-40hr/wk). Some employment positions were part time (16-32 hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	53%
NEWSPAPER ADVERTISEMENTS:	68%
PRIVATE EMPLOYMENT AGENCIES:	12%
UNSOLICITED WALK-INS:	62%
IN-HOUSE PROMOTION OR TRANSFER:	35%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	12%
PRIVATE VOCATIONAL SCHOOLS:	9%
EDD:	6%
UNION HALL REFERRALS:	0%

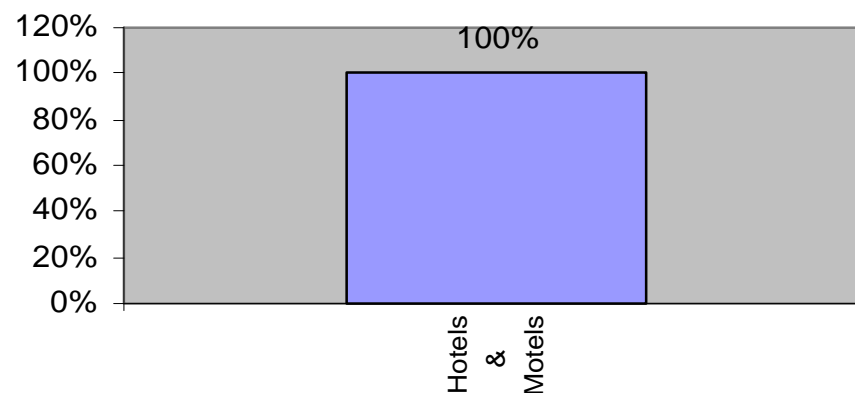
**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent finger dexterity, talking, hearing and near visual acuity. Occasionally there will be need for reaching and handling.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the growing need for computer skills, marketing, accounting, and Internet/Online. Computer literacy is all part of tomorrow's new technology. The old manual methods are becoming obsolete.

**PROMOTIONAL OPPORTUNITIES:** many employers promote to various supervision positions- manager, assistant manager, front desk, office or reservations manager.

**OTHER RELEVANT INFORMATION:** female employees make up 68% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are front desk agents, customer service representatives and guest service agents and representatives.

**EMPLOYING INDUSTRIES**

DOT Codes: 238.367-038

17 firms, representing 98 employees responded to this survey

**INSURANCE CLAIMS CLERKS**

OES # 533110

Insurance Claims Clerks obtain claims information from insured or designated persons to settle claims with their insurance carrier.

**EDUCATION & TRAINING**

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
----------------------------------------------------------------------------	-------------------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	50%
ASSOCIATE DEGREE	33%
BACHELOR DEGREE	17%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few medical related employers require 9-24 months of medical training or Licensed Vocational Nurse certification.

**EXPERIENCE**

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
----------------------------------------------------------------	--------------------------------------------------------------------------

12 MONTHS	83%
36 MONTHS	17%

Many employers always require work experience for employment. Some employers usually require work experience for employment and some never require work experience for employment.

**EMPLOYER SUPPLY & DEMAND ASSESSMENT**

<b>DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:</b>	<b>A little difficult</b>
----------------------------------------------------------------------	---------------------------

<b>DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:</b>	<b>A little difficult</b>
--------------------------------------------------------------------	---------------------------

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

**EMPLOYMENT TRENDS****EDD PROJECTIONS**

<b>1995 SIZE:</b>	<b>220, small</b>
<b>7 YEAR GROWTH:</b>	<b>50</b>
<b>7 YEAR GROWTH RATE:</b>	<b>22.7%, much faster than average</b>

**EMPLOYER RESPONSES**

**TURNOVER:** 8.3% annually. All hiring during the last 12 months was to fill openings from turnover.

**GROWTH:** Almost all employers reported that Fresno County employment in this occupation remained stable throughout last year. Many employers indicated that this occupation would continue to remain stable over the next three years. Some employers expect it to grow, while somewhat less expect it to decline.



**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.90	\$12.66	\$8.83
New, experienced	\$7.48	\$14.38	\$10.00
3 years with firm	\$8.14	\$17.26	\$11.00

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 100%**

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	87%	0%
VISION INSURANCE	73%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	93%	0%
CHILD CARE	7%	0%

Some employers offer 401K, cafeteria plan, profit sharing, or flexible comp time. Raises or bonuses are usually cost of living or by merit.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, tasting/smelling and near visual acuity.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the growing need for continuing education in the latest computer skills and software programs. Employees should be familiar with E-mail and telecommunications. Data entry is now done on computer. Some employers in this occupation reported that modern computer technology might make old skills obsolete, such as driving to work, using a typewriter, or paper and pen data entry.

**PROMOTIONAL OPPORTUNITIES:** almost all employers promote to admin assistant, billing or data input clerks, team leader, examiner, field specialist, claims service assistant, representative or adjuster.

**OTHER RELEVANT INFORMATION:** female employees make up 67% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles are billing clerks, workers comp coordinators, account specialists, admin support assistants, claims assistants/adjusters/representatives/processors and intake and accounts receivables.

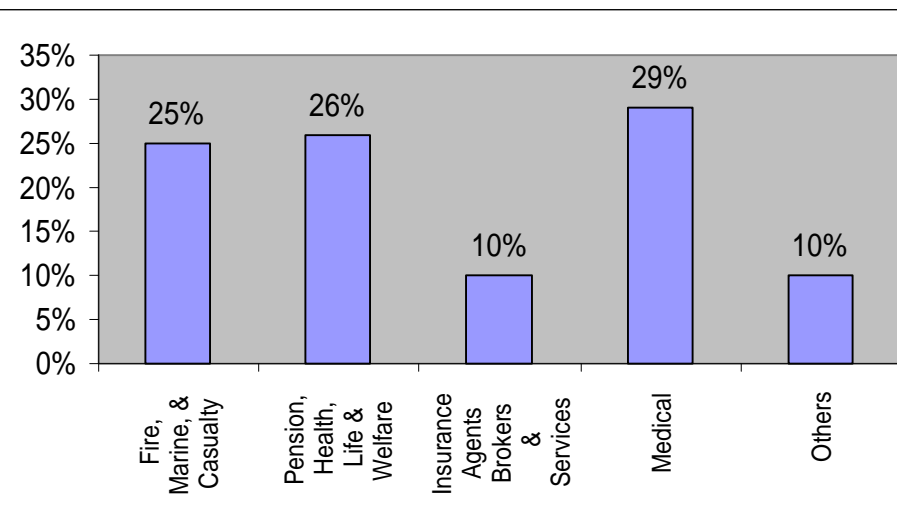
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full time (37-40hr/wk). A few employment positions were part time (10 hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	17%
NEWSPAPER ADVERTISEMENTS:	67%
PRIVATE EMPLOYMENT AGENCIES:	33%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	17%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	83%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through word of mouth, federal register, or job fairs.

**EMPLOYING INDUSTRIES**

DOT Codes: 205.367-018, 241.362-010

15 firms, representing 144 employees responded to this survey

## LOAN AND CREDIT CLERKS

OES # 531210

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Does not include Loan Interviewers.

### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
LESS THAN HIGH SCHOOL	4%
HIGH SCHOOL OR EQUIVALENT	44%
COLLEGE BUT NO DEGREE	40%
BACHELOR DEGREE	12%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few employers require 6-12 months of lending/credit processing training and/or typing at 45 WPM.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Somewhat difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	4%
6 MONTHS	32%
12 MONTHS	48%
24 MONTHS	4%
36 MONTHS	12%

Many employers usually require work experience for employment.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	550, medium
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	5.5%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 8.9% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 15.8% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow. Past growth was attributed to promotions, advertising and good interest rates.

156

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$16.78	\$8.63
New, experienced	\$5.75	\$19.18	\$8.99
3 years with firm	\$6.00	\$23.75	\$11.99

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 100%**

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	81%	6%
DENTAL INSURANCE	69%	6%
VISION INSURANCE	56%	6%
LIFE INSURANCE	69%	6%
PAID SICK LEAVE	88%	6%
PAID VACATION	94%	6%
RETIREMENT PLANS	88%	6%
CHILD CARE	0%	0%

Many employers offer pretax 401K, 125, flexible spending and cafeteria plans. ESOP or stock options may also be available. A few employers offer bonuses dependent upon business profits or market demand.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: constant near visual acuity with frequent reaching, handling, finger dexterity, talking, listening, and visual accommodation.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for knowledge of updated computer skills and financial software programs. Employees should be familiar with Network and Web pages, and the ability to work with people.

**PROMOTIONAL OPPORTUNITIES:** almost all employers promote to loan officer, loan processor, loan underwriter or finance service officer. Senior positions may be open to branch, credit or office management.

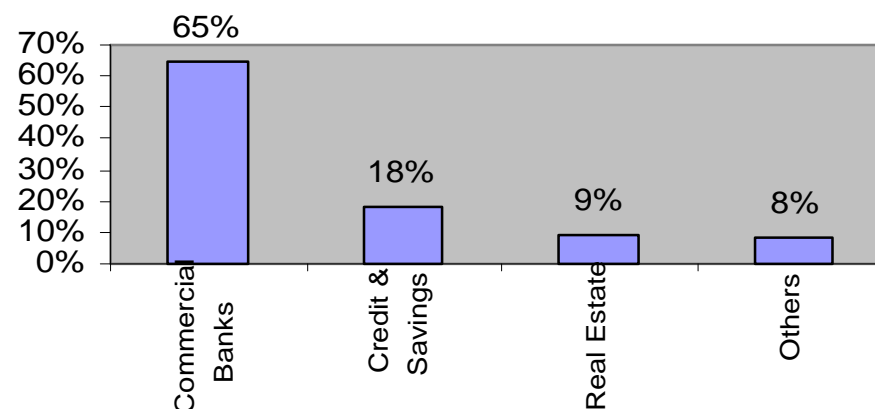
**OTHER RELEVANT INFORMATION:** female employees make up 82% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are loan document processors and specialists, financial service and loan consultants, loan counselors, processors and officers, rental and leasing agents, and credit application analysts and processors.

**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full time (40hr/wk). A few employment positions were part time (20-30hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	68%
NEWSPAPER ADVERTISEMENTS:	84%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	12%
IN-HOUSE PROMOTION OR TRANSFER:	56%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	16%
PRIVATE VOCATIONAL SCHOOLS:	12%
EDD:	12%
UNION HALL REFERRALS:	0%

**EMPLOYING INDUSTRIES**

DOT Codes: 205.367-022, 219.362-038, 219.367-046, 249.362-XXX  
16 firms, representing 117 employees responded to this survey

## MACHINISTS

OES # 891080

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

### EDUCATION & TRAINING

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
----------------------------------------------------------------------------	-------------------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	96%
COLLEGE BUT NO DEGREE	4%

Average vocational training time is from 2 to 4 years. Many employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few employers require applicants to have training in a computer numerical controlled machine class before employment (about 3 months).

### EXPERIENCE

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
----------------------------------------------------------------	--------------------------------------------------------------------------

0 MONTHS	28%
6 MONTHS	2%
12 MONTHS	24%
24 MONTHS	42%
36 MONTHS	4%

Most employers always require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

<b>DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:</b>	<b>A little difficult</b>
----------------------------------------------------------------------	---------------------------

<b>DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:</b>	<b>Somewhat difficult</b>
--------------------------------------------------------------------	---------------------------

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

<b>1995 SIZE:</b>	<b>540, medium</b>
<b>7 YEAR GROWTH:</b>	<b>50</b>
<b>7 YEAR GROWTH RATE:</b>	<b>9.3%, slower than average</b>

#### EMPLOYER RESPONSES

**TURNOVER:** 15.2% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 13% annually. Many employers indicated that this occupation would grow over the next three years. Almost as many employers expect it to remain stable. Past growth was attributed to growing markets, growing industries and new product lines.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$5.75/NA	\$9.00/NA	\$7.00/NA
New, experienced	\$7.00/6.00	\$12.00/16.94	\$8.00/12.94
3 years with firm	\$8.00/8.50	\$15.00/16.94	\$12.50/14.06

**BENEFITS****% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	73%	0%
VISION INSURANCE	40%	0%
LIFE INSURANCE	87%	0%
PAID SICK LEAVE	60%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	87%	0%
CHILD CARE	13%	0%

Many employers offer pretax 401K and 125K savings plans. ESOP, stock options or child/senior care may also be available. A few employers give bonuses.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for stooping, feeling, listening, visual accommodation and color vision.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for computer knowledge in order to run new computer numerical controlled automated machines and modern computerized tools.

**PROMOTIONAL OPPORTUNITIES:** most employers promote to computer numerical controlled operator, leadman, or shop supervisor.

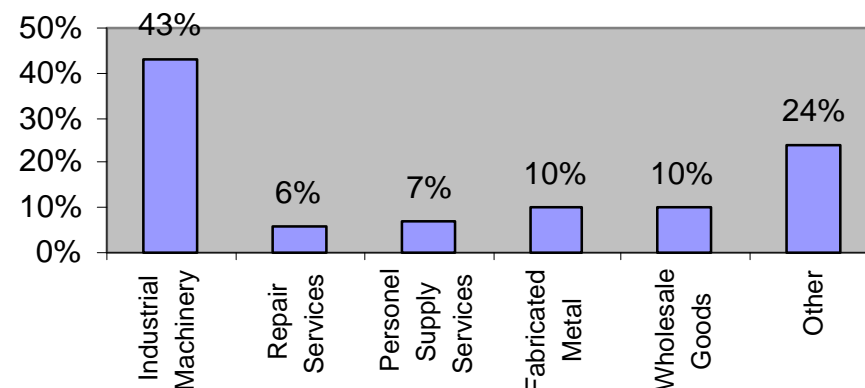
**OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. 27% of employers report that they have union workers in this occupation. Other job titles are fabricators, journeymen and general, regular, and CNC machinists.

**WORK PATTERNS (HOURS & SHIFTS)**

All employment opportunities in this occupation were full time (38-50hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	29%
NEWSPAPER ADVERTISEMENTS:	88%
PRIVATE EMPLOYMENT AGENCIES:	35%
UNSOLICITED WALK-INS:	4%
IN-HOUSE PROMOTION OR TRANSFER:	4%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	24%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	24%
UNION HALL REFERRALS:	0%

**EMPLOYING INDUSTRIES**

## NURSE PRACTITIONERS

OES # 075264999

Nurse Practitioners provide general medical care and treatment to patients in medical facility, such as clinic, health center, or public health agency, under the direction of a physician.

### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
COLLEGE BUT NO DEGREE	9%
ASSOCIATE DEGREE	22%
BACHELOR DEGREE	26%
GRADUATE STUDY	43%

Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. Most employers require a NP or PA state license. A few employers will hire applicants for internship that have a two-year medical degree, accelerated training and/or RN credentials.

### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
2 MONTHS	4%
9 MONTHS	22%
12 MONTHS	35%
24 MONTHS	17%
36 MONTHS	13%
48 MONTHS	4%
60 MONTHS	4%

Many employers always require work experience for employment. Some employers usually require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

### PROJECTIONS & TURNOVER

#### EDD PROJECTIONS

1995 SIZE:	N/A
7 YEAR GROWTH:	N/A
7 YEAR GROWTH RATE:	N/A

#### EMPLOYER RESPONSES

**TURNOVER:** 13.2% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 21% annually. Almost all employers indicated that this occupation would grow over the next three years. Past growth was attributed to increased service needs in hospitals, home care, changes in insurance and HMO's.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$12.95	\$30.00	\$24.49
New, experienced	\$16.78	\$40.76	\$28.38
3 years with firm	\$19.18	\$47.95	\$31.58

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS= 89%**

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	6%
DENTAL INSURANCE	75%	6%
VISION INSURANCE	63%	6%
LIFE INSURANCE	69%	13%
PAID SICK LEAVE	100%	6%
PAID VACATION	100%	6%
RETIREMENT PLANS	75%	13%
CHILD CARE	6%	0%

Some employers offer cafeteria plans, 401K, malpractice insurance, yearly bonuses or incentive bonuses.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for computer skills in surgical and exam rooms, including voice software dictation. Also needed are continuing education in the awareness of new drugs and GYN skills.

**PROMOTIONAL OPPORTUNITIES:** most employers don't promote. Some promote to certified directors or supervisors.

**OTHER RELEVANT INFORMATION:** female employees make up 93% of this workforce. 6% of employers report that they have union workers in this occupation. Other job titles are Medical Assistants and Nurse Midwives.

**WORK PATTERNS (HOURS & SHIFTS)**

Most employment opportunities in this occupation were full time (34-40hr/wk). Some were part time (12-32hr/wk). And a few were Temp/On call (10-20hr/wk).

**Recruitment**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	52%
NEWSPAPER ADVERTISEMENTS:	39%
PRIVATE EMPLOYMENT AGENCIES:	17%
UNSOLICITED WALK-INS:	61%
IN-HOUSE PROMOTION OR TRANSFER:	9%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	17%
PRIVATE VOCATIONAL SCHOOLS:	17%
EDD:	0%
UNION HALL REFERRALS:	0%

Some employers recruit through word of mouth and NP journals.

**EMPLOYING INDUSTRIES****INFORMATION**

N/A

DOT Codes: 075.264-010

18 firms, representing 82 employees responded to this survey

## OCCUPATIONAL THERAPY ASSISTANTS AND AIDES

OES # 660210

Occupational Therapy Assistants and Aides assist Occupational Therapists in administering medically oriented occupational program to assist in rehabilitating patients in hospitals and similar institutions.

### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	7%
COLLEGE BUT NO DEGREE	21%
ASSOCIATE DEGREE	57%
BACHELOR DEGREE	14%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Almost all employers require OTA certification, OTA training, rehab field training or exercise physiology training.

### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	21%
6 MONTHS	57%
12 MONTHS	14%
24 MONTHS	7%

Many employers sometimes require work experience for employment. Some employers usually require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking. Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	N/A
7 YEAR GROWTH:	N/A
7 YEAR GROWTH RATE:	N/A

#### EMPLOYER RESPONSES

**TURNOVER:** 16.7% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 13% annually. Most employers indicated this occupation would grow over the next three years. Past growth was attributed to increased needs, good service and reputation.



162

**Wages & Fringe Benefits**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$22.00	\$7.75
New, experienced	\$7.00	\$31.00	\$9.00
3 years with firm	\$8.00	\$29.00	\$11.00

**BENEFITS****% EMPLOYERS W/ BENEFITS= 91%**

(Benefits offered by employers with benefits)

**FOR FULL-TIME  
EMPLOYEES****FOR PART-TIME  
EMPLOYEES**

MEDICAL INSURANCE	90%	10%
DENTAL INSURANCE	90%	10%
VISION INSURANCE	80%	10%
LIFE INSURANCE	80%	10%
PAID SICK LEAVE	80%	10%
PAID VACATION	80%	10%
RETIREMENT PLANS	70%	10%
CHILD CARE	20%	0%

Some employers offer stock options and/or 401K plans. A few employers offer commissions.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: medium lifting with constant visual needs; far visual acuity, depth perception, visual accommodation, color vision, and field of vision. Frequent needs could be reaching, handling, finger dexterity, talking, listening and near visual acuity. There may be occasional need for stooping, kneeling or crouching.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for computer literacy in billing, payments, documentation, and data entry. Also mentioned were new therapy training and part time nursing.

**PROMOTIONAL OPPORTUNITIES:** most employers promote to Occupational Therapists and Physical Therapists with certification and training.

**OTHER RELEVANT INFORMATION:** female employees make up 67% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are Rehab aides and technicians, Physical Therapy Aids or Tech Partners.

**WORK PATTERNS (HOURS & SHIFTS)**

Many employment opportunities in this occupation were full time (40hr/wk). A few were part time (15-40hr/wk). And some were Temp/On call (8-20hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	79%
NEWSPAPER ADVERTISEMENTS:	64%
PRIVATE EMPLOYMENT AGENCIES:	21%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	43%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	50%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through the Internet, trade papers, and OTA associations.

**EMPLOYING INDUSTRIES****INFORMATION**

N/A

DOT Codes: 076.364-010, 355.377-010  
11 firms, representing 54 employees responded to this survey

## PARALEGAL PERSONNEL

OES # 283050

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and /or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

### EDUCATION & TRAINING

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
----------------------------------------------------------------------------	-------------------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	25%
COLLEGE BUT NO DEGREE	17%
ASSOCIATE DEGREE	42%
BACHELOR DEGREE	17%

Average vocational training time is from 2 to 4 years. Many employers sometimes accept training as a substitute for work experience. Almost as many never accept training as a substitute for work experience. All employers require Paralegal certification or legal training for employment.

### EXPERIENCE

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
----------------------------------------------------------------	--------------------------------------------------------------------------

6 MONTHS	17%
12 MONTHS	50%
36 MONTHS	17%
60 MONTHS	17%

Many employers usually require work experience for employment. Some employers always require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

**DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:** Not difficult

**DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:** Somewhat difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

<b>1995 SIZE:</b>	<b>130, small</b>
<b>7 YEAR GROWTH:</b>	<b>30</b>
<b>7 YEAR GROWTH RATE:</b>	<b>23.1%, much faster than average</b>

#### EMPLOYER RESPONSES

**TURNOVER:** 8.6% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of 12% annually. Most employers indicated that this occupation would remain stable over the next three years, some expect it to grow. Past growth was attributed to increased demand from new clients.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$10.00	\$14.93	\$12.11
New, experienced	\$9.59	\$20.00	\$14.47
3 years with firm	\$13.43	\$22.38	\$16.69

**BENEFITS****% EMPLOYERS W/ BENEFITS= 94%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	94%	6%
DENTAL INSURANCE	59%	0%
VISION INSURANCE	47%	0%
LIFE INSURANCE	76%	12%
PAID SICK LEAVE	94%	6%
PAID VACATION	94%	6%
RETIREMENT PLANS	82%	0%
CHILD CARE	0%	0%

Many employers offer pretax 401K, 125, and profit sharing plans. Some offer yearly or seasonal bonuses.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need of computer skills for new legal software with voice recognition, summations program updates and Internet research. Paper law books and dictation are obsolete.

**PROMOTIONAL OPPORTUNITIES:** there were no promotional opportunities identified by employers in this occupation.

**OTHER RELEVANT INFORMATION:** female employees make up 86% of this workforce. No employers indicated that they had union employees in this occupation. A few employers identified paralegal personnel as administrative assistants.

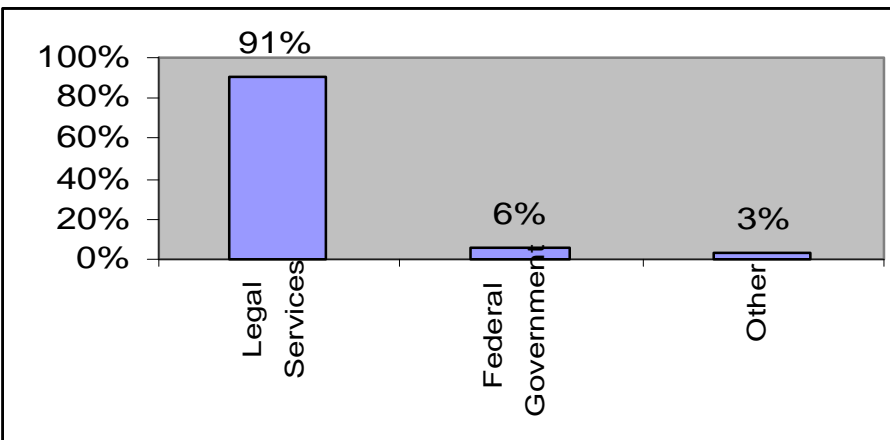
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full time (30-45hr/wk). A few were part time (20-30hr/wk).

**Recruitment**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	75%
NEWSPAPER ADVERTISEMENTS:	42%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	17%
PRIVATE VOCATIONAL SCHOOLS:	17%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers recruit through Fresno Bar bulletins.

**EMPLOYING INDUSTRIES**

DOT Codes: 199.267-XXX

18 firms, representing 65 employees responded to this survey

## PEST CONTROLLERS AND ASSISTANTS

OES # 670080

Pest Controllers and Pest Control Assistants spray or release chemical solutions or toxic gasses and set mechanical traps to kill pests and vermin such as mice, termites, and roaches that infest buildings and surrounding areas.

### EDUCATION & TRAINING

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
----------------------------------------------------------------------------	-------------------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	96
SOME COLLEGE, NO DEGREE	4

Vocational training time is from 3 to 6 months. Most employers never accept training as a substitute for work experience. Some employers require an applicator license, field rep. license, entomology degree or equivalent.

### EXPERIENCE

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
----------------------------------------------------------------	--------------------------------------------------------------------------

NOT REQUIRED	92%
1 MONTH	6%
6 MONTHS	2%

Almost all employers never allow training to substitute for work experience.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

<b>DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:</b>	<b>A little difficult</b>
----------------------------------------------------------------------	---------------------------

<b>DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:</b>	<b>A little difficult</b>
--------------------------------------------------------------------	---------------------------

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

<b>1995 SIZE:</b>	<b>190, small</b>
<b>7 YEAR GROWTH:</b>	<b>40</b>
<b>7 YEAR GROWTH RATE:</b>	<b>21.1%, much faster than average</b>

#### EMPLOYER RESPONSES

**TURNOVER:** 30.4% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 10% annually. Many employers indicated that this occupation would grow over the next three years, almost as many believe it will remain stable. Past growth was attributed to aggressive marketing, a growing economy and honesty in business.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	5.75	8.63	6.90
New, experienced	6.00	23.01	8.34
3 years with firm	8.25	36.82	10.72

**BENEFITS**

(Benefits offered by employers with benefits)

**% EMPLOYERS W/ BENEFITS****89%**

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	88	0
DENTAL INSURANCE	56	0
VISION INSURANCE	31	0
LIFE INSURANCE	38	0
PAID SICK LEAVE	63	0
PAID VACATION	88	0
RETIREMENT PLANS	31	0
CHILD CARE	0	0

Some employers offer 401K, stock options or long term disability. A few employers offer production bonuses.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: heavy lifting with frequent stooping, kneeling, crouching, crawling, reaching, handling, and finger dexterity. Occasionally there will be need for climbing, balancing, talking, hearing perception, and near-vision acuity.

**EMERGING TECHNOLOGY AND SKILLS** mentioned by employers indicate a changing industry. The new IPM (Integrated Pest Management) requires elimination of the old powder baits, liquid poisons, and chemical controls. Changes include new application techniques and knowledge of controlling without the old chemicals and less baiting. A few employers desire computer skills.

**PROMOTIONAL OPPORTUNITIES:** most employers promote to inspector or supervisor, a few have promoted to service manager or office manager.

**OTHER RELEVANT INFORMATION:** female employees make up 1% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles include pest and service technicians, inspectors, field technicians, fumigators, exterminators, and applicators. A clean DMV is desirable.

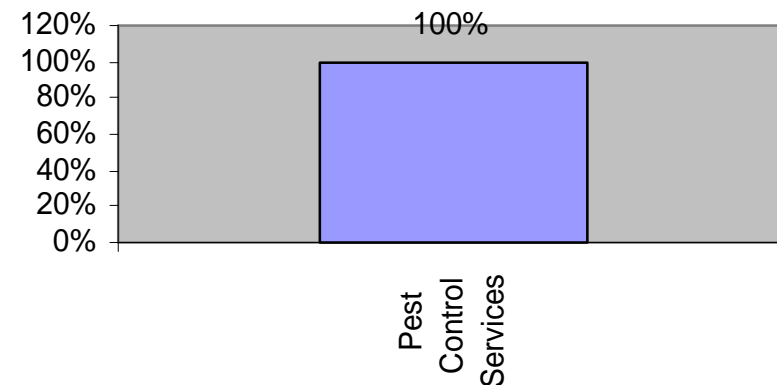
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation are full-time (40-45hr/wk). There are a few part time opportunities (15-20hr/wk) in the county.

**RECRUITMENT****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	76
NEWSPAPER ADVERTISEMENTS:	73
PRIVATE EMPLOYMENT AGENCIES:	8
UNSOLICITED WALK-INS:	10
IN-HOUSE PROMOTION OR TRANSFER:	4
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
PRIVATE VOCATIONAL SCHOOLS:	0
EDD:	0
UNION HALL REFERRALS:	0

Some employers report using their pest control industry network for recruitment.

**EMPLOYING INDUSTRIES**

## PURCHASING AGENTS AND BUYERS, FARM PRODUCTS

### OES # 213050

Farm Products Purchasing Agents and Buyers purchase farm products either for further processing or resale.

#### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES <u>HIRED DURING THE LAST 12 MONTHS:</u>	PERCENTAGE OF EMPLOYEES AT <u>THIS EDUCATION LEVEL:</u>
---------------------------------------------------------------------------	------------------------------------------------------------

COLLEGE BUT NO DEGREE	67%
ASSOCIATE DEGREE	17%
BACHELOR DEGREE	17%

Average vocational training time is from 2 to 4 years. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience. Some employers require a formal education in Ag science, a 4yr degree in an Ag related subject, a merchandising degree, or equivalent training.

#### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS <u>FOR THIS OCCUPATION:</u>	EMPLOYEES HIRED AT THIS LEVEL <u>OF EXPERIENCE (LAST 12 MONTHS):</u>
---------------------------------------------------------------	-------------------------------------------------------------------------

0 MONTHS	50%
24 MONTHS	17%
30 MONTHS	17%
48 MONTHS	17%

Most employers always require work experience for employment.

#### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
---------------------------------------------------------------	--------------------

DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult
-------------------------------------------------------------	--------------------

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

#### EMPLOYMENT TRENDS

##### EDD PROJECTIONS

1995 SIZE:	90, small
7 YEAR GROWTH:	0
7 YEAR GROWTH RATE:	0%, remained stable

##### EMPLOYER RESPONSES

**TURNOVER:** 8.3% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 4% annually. Many employers indicated that this occupation would remain stable over the next three years, not as many expect it to grow.

**AGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$9.78	\$11.99	\$10.48
New, experienced	\$5.75	\$23.44	\$14.62
3 years with firm	\$9.59	\$35.96	\$19.18

**BENEFITS****% EMPLOYERS W/ BENEFITS= 94%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	93%	0%
VISION INSURANCE	60%	0%
LIFE INSURANCE	80%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	73%	0%
CHILD CARE	0%	0%

Many employers offer 401K, profit sharing or long term disability plans. Some employers offer commissions or bonuses.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for knowledge of global economics, meteorology, marketing and computer skills.

**PROMOTIONAL OPPORTUNITIES:** many employers in this occupation don't promote. Those that do promote identify the next step up is to a management position: manager, supervisor, director or head salesman.

**OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles for this occupation include traders, merchants, salesmen, grower relations, or commodity brokers and buyers.

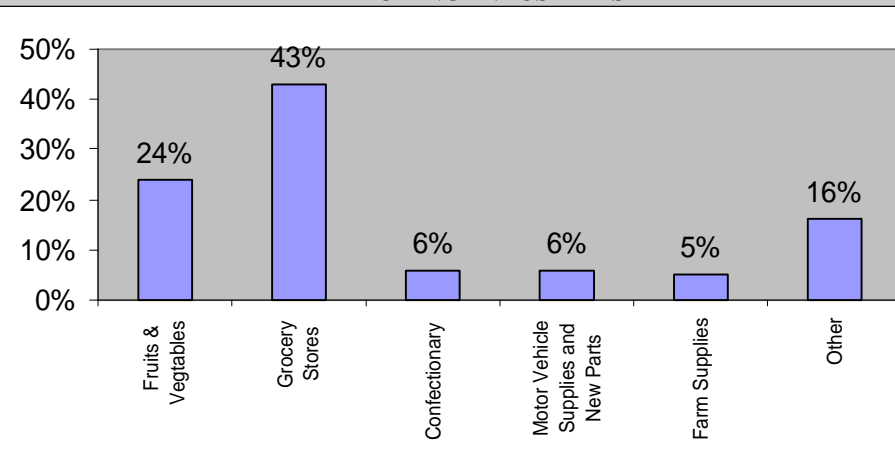
**WORK PATTERNS (HOURS & SHIFTS)**

Almost all employment opportunities in this occupation were full time (40-70hr/wk). A few were temp/on call (60hr/wk).

**Recruitment**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	60%
NEWSPAPER ADVERTISEMENTS:	20%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	20%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through Blue Book or industry network.

**EMPLOYING INDUSTRIES**

DOT Codes: 162.117-XXX, 162.157-010, 162.167-XXX  
16 firms, representing 50 employees responded to this survey

## RECEPTIONISTS AND INFORMATION CLERKS

OES # 553050

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties.

### EDUCATION & TRAINING

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
----------------------------------------------------------------------------	-------------------------------------------------------------

HIGH SCHOOL OR EQUIVALENT	76%
COLLEGE BUT NO DEGREE	12%
ASSOCIATE DEGREE	12%

Average vocational training time is from 3 to 6 months. Most employers sometimes accept training as a substitute for work experience; some never accept training as a substitute for work experience. Some employers require vocational school training in related fields (medical, finance e.g.), front office training or typing with speed and accuracy.

### EXPERIENCE

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
----------------------------------------------------------------	--------------------------------------------------------------------------

0 MONTHS	12%
6 MONTHS	32%
12 MONTHS	48%
24 MONTHS	4%
36 MONTHS	4%

Many employers usually require work experience for employment; some employers always require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	2540, very large
7 YEAR GROWTH:	470
7 YEAR GROWTH RATE:	18.5%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 19.4% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 7.5% annually. Many employers indicated that this occupation would remain stable over the next three years, not as many expect it to grow. Past growth was attributed to a growing business economy.



**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.09	\$6.47
New, experienced	\$5.75	\$11.00	\$7.75
3 years with firm	\$6.00	\$12.00	\$9.35

**BENEFITS****% EMPLOYERS W/ BENEFITS= 78%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	7%
DENTAL INSURANCE	79%	7%
VISION INSURANCE	50%	7%
LIFE INSURANCE	79%	7%
PAID SICK LEAVE	100%	7%
PAID VACATION	100%	7%
RETIREMENT PLANS	71%	7%
CHILD CARE	14%	0%

A few employers offer bonuses, commissions, 401K and 125 plans.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, talking, listening and near visual acuity. There may be occasional need for finger dexterity.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need of computer literacy skills, data entry and spreadsheets. Dictation, typewriters, and hand bookkeeping are becoming obsolete.

**PROMOTIONAL OPPORTUNITIES:** most employers in this occupation promote to Admin or medical assistant; office, project or district manager; accounting or unit clerk; department head or front desk supervisor; payroll, billing, or customer service.

**OTHER RELEVANT INFORMATION:** female employees make up 96% of this workforce. 6% of firms report that they have union workers in this occupation. Other job titles for this occupation include appointment and admission clerks, patient educators, administration assistants, secretaries, tax preparers and schedulers.

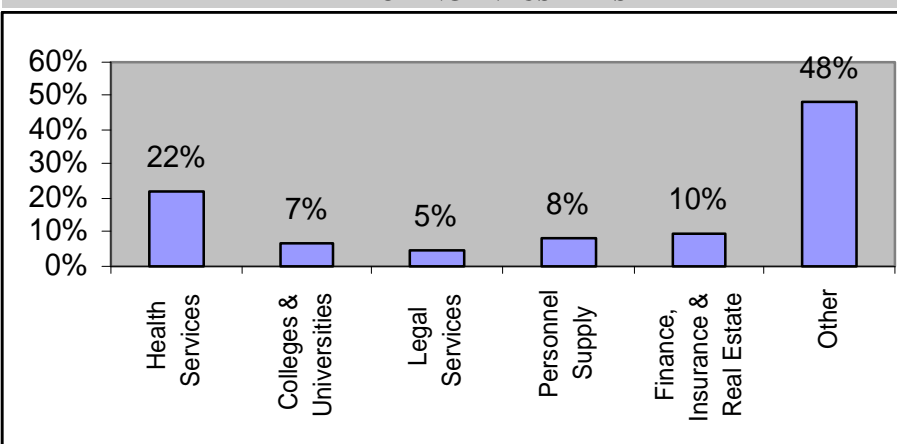
**WORK PATTERNS (HOURS & SHIFTS)**

Most employment opportunities in this occupation were full time (40hr/wk), Some were part time (10-32hr/wk) and a few were temp/on call (16hr/wk).

**Recruitment**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	80%
NEWSPAPER ADVERTISEMENTS:	72%
PRIVATE EMPLOYMENT AGENCIES:	20%
UNSOLICITED WALK-INS:	44%
IN-HOUSE PROMOTION OR TRANSFER:	28%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	12%
PRIVATE VOCATIONAL SCHOOLS:	12%
EDD:	16%
UNION HALL REFERRALS:	0%

A few employers recruit through internet postings or vocational schools.

**EMPLOYING INDUSTRIES**

DOT Codes: 203.362-014, 205.367-308, 237.267-XXX, 238.367-XXX, 249.262-010, 249.367-082  
18 firms, representing 100 employees responded to this survey

## SECRETARIES, MEDICAL

OES # 551050

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	29%
COLLEGE BUT NO DEGREE	58%
BACHELOR DEGREE	7%
GRADUATE STUDY	7%

Average vocational training time is from 1 to 2 years. Many employers sometimes accept training as a substitute for work experience; some never accept training as a substitute for work experience. Some employers require vocational school training to be occupationally certified: x-ray tech or med. assist, dental knowledge or medical receptionist training (spelling, billing, typing, 10-key).

### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	22%
6 MONTHS	20%
12 MONTHS	51%
24 MONTHS	7%

Many employers always require work experience for employment; some employers usually require work experience for employment and an equal number never require work experience for employment.

### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 SIZE:	530, medium
7 YEAR GROWTH:	80
7 YEAR GROWTH RATE:	15.1%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 26.1% annually. Employer hiring to fill openings from turnover accounted for just under four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 6% annually. Although many employers reported that this occupation would remain stable over the next three years, an equal amount expects it to grow. Past growth was attributed to a growing patient load, more doctors, managed care programs and increased efforts to collect insurance.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.00	\$6.25
New, experienced	\$5.75	\$12.75	\$8.00
3 years with firm	\$7.00	\$13.50	\$10.00

**BENEFITS****% EMPLOYERS W/ BENEFITS= 96%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	95%	5%
DENTAL INSURANCE	59%	5%
VISION INSURANCE	41%	9%
LIFE INSURANCE	59%	0%
PAID SICK LEAVE	86%	5%
PAID VACATION	95%	5%
RETIREMENT PLANS	68%	9%
CHILD CARE	0%	0%

Many employers offer full time workers 401K, flex plans, cafeteria plans, profit sharing plans, yearly and seasonal bonuses and stock options. A few employers offer part time workers flex plans, cafeteria plans or 401K.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, listening and near visual acuity. There may be occasional need for stooping, crouching or visual accommodation.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need of basic computer skills and software programs (ACCESS, MED. MGR, WINDOWS 95 and in house programs) for billing and automated claims.

**PROMOTIONAL OPPORTUNITIES:** most employers in this occupation promote to certified techs, dept. heads, data input, dispensers, schedulers, billing supervisors, insurance clerks, patient coordinators or facility and admin assistants.

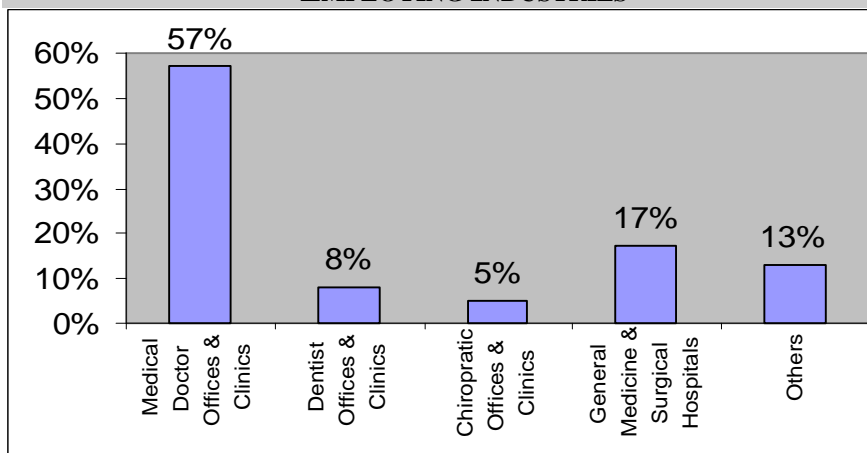
**OTHER RELEVANT INFORMATION:** female employees make up 93% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles for this occupation include transcriptionists, schedulers, billers, receptionists, clerks, technicians, treatment coordinators, data entry and medical or admin assistants and secretaries.

**WORK PATTERNS (HOURS & SHIFTS)**

Most employment opportunities in this occupation were full time (35-40hr/wk), some were part time (15-30hr/wk) and a few were temp/on call (20-40hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	78%
NEWSPAPER ADVERTISEMENTS:	63%
PRIVATE EMPLOYMENT AGENCIES:	19%
UNSOLICITED WALK-INS:	15%
IN-HOUSE PROMOTION OR TRANSFER:	49%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	31%
PRIVATE VOCATIONAL SCHOOLS:	10%
EDD:	0%
UNION HALL REFERRALS:	0%

**EMPLOYING INDUSTRIES**

DOT Codes: 201.362-014

23 firms, representing 191 employees responded to this survey

## SHERIFFS AND DEPUTY SHERIFFS

### OES # 630320

Sheriffs and Deputy Sheriffs enforce law and order in rural or unincorporated districts or serve legal processes of courts. They may patrol courthouse, guard court or grand jury or escort defendants.

#### EDUCATION & TRAINING

<b>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</b>	<b>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</b>
----------------------------------------------------------------------------	-------------------------------------------------------------

COLLEGE BUT NO DEGREE

100%

Average vocational training time is from 3 to 6 months. Training is always acceptable as a substitute for work experience. A valid POST certificate is required for employment.

#### EXPERIENCE

<b>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</b>	<b>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</b>
----------------------------------------------------------------	--------------------------------------------------------------------------

0 MONTHS

100%

Previous work experience is not required.

#### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

#### EMPLOYMENT TRENDS

##### EDD PROJECTIONS

1995 SIZE:	290, small
7 YEAR GROWTH:	50
7 YEAR GROWTH RATE:	17.2%, faster than average

##### EMPLOYER RESPONSES

**TURNOVER:** 2.9% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 2% annually. Continued growth in this occupation is expected over the next three years. Past growth was attributed to increased grants.

**WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u> <u>UNION</u>	<u>HIGH</u> <u>UNION</u>	<u>MEDIAN</u> <u>UNION</u>
New, no experience	\$17.10	\$17.10	\$17.10
New, experienced	\$17.10	\$17.10	\$17.10
3 years with firm	\$20.57	\$20.57	\$20.57

**BENEFITS**

% EMPLOYERS W/ BENEFITS=	100%
--------------------------	------

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	100%	0%
VISION INSURANCE	100%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, talking, listening and near visual acuity. There may be occasional need for finger dexterity.

**EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified no new or obsolete skills

**PROMOTIONAL OPPORTUNITIES:** the next step up in this occupation is to the rank of sergeant.

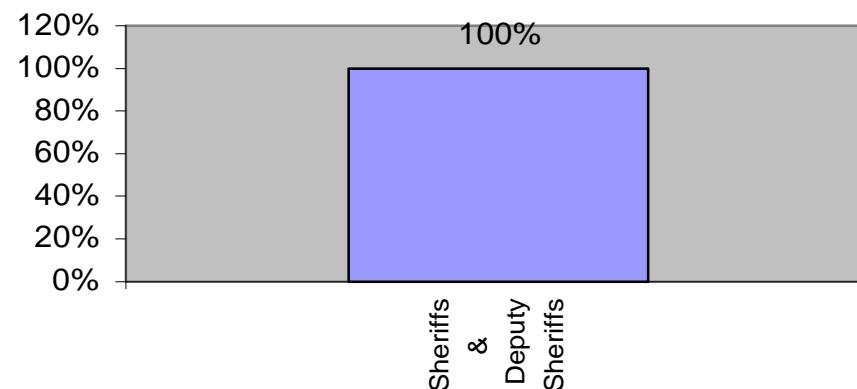
**OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. Employers reported that Union representation is at 100%.

**WORK PATTERNS (HOURS & SHIFTS)**

All employment opportunities in this occupation were full time (40hr/wk).

**Recruitment**

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	100%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	10%
EDD:	100%
UNION HALL REFERRALS:	0%

**EMPLOYING INDUSTRIES**

## TELLERS

### OES# 531020

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

#### EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	67%
COLLEGE BUT NO DEGREE	33%

Average vocational training time is from 6 months to 1 year. Many employers sometimes accept training as a substitute for work experience; some employers always accept training as a substitute for work experience.

#### EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	35%
6 MONTHS	46%
12 MONTHS	19%

Many employers always require work experience for employment; some employers never require work experience for employment.

#### EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

#### EMPLOYMENT TRENDS

##### EDD PROJECTIONS

1995 SIZE:	1120, large
7 YEAR GROWTH:	-90
7 YEAR GROWTH RATE:	-8%, slow decline

##### EMPLOYER RESPONSES

**TURNOVER:** 46% annually. Employer hiring to fill openings from turnover accounted for less than two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just over 21% annually. Most employers indicated that this occupation would grow over the next three years. Some employers believe it will remain stable. Past growth was attributed to natural community growth, restructuring of business for more check cashing, more branch openings, more promotions and moving part time workers to full time.

**176 WAGES & FRINGE BENEFITS**

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	<b>\$6.00</b>	<b>\$8.50</b>	<b>\$6.50</b>
New, experienced	<b>\$5.75</b>	<b>\$9.75</b>	<b>\$6.90</b>
3 years with firm	<b>\$6.83</b>	<b>\$15.00</b>	<b>\$8.86</b>

**BENEFITS****% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	<b>94%</b>	<b>56%</b>
DENTAL INSURANCE	<b>94%</b>	<b>56%</b>
VISION INSURANCE	<b>94%</b>	<b>56%</b>
LIFE INSURANCE	<b>94%</b>	<b>56%</b>
PAID SICK LEAVE	<b>89%</b>	<b>56%</b>
PAID VACATION	<b>94%</b>	<b>56%</b>
RETIREMENT PLANS	<b>83%</b>	<b>56%</b>
CHILD CARE	<b>0%</b>	<b>0%</b>

Some employers offer 401K, tuition reimbursement or dependant care. A few employers report tips or commissions for employers with 3 years or more experience.

**GENERAL INFORMATION**

**SKILLS** vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation. There may be occasional need for stooping crouching or color vision.

**EMERGING TECHNOLOGY AND SKILLS:** most employers identified the need for computer skills and the ability to run in-house software. Public relations skills are changing, requiring modern sales and communication training.

**PROMOTIONAL OPPORTUNITIES:** all employers promote to new accounts, savings and loan, corporate administrator or management positions.

**OTHER RELEVANT INFORMATION:** female employees make up 75% of this workforce. No employers indicated that they had union employees in this occupation. Another job title for this occupation is customer service representative.

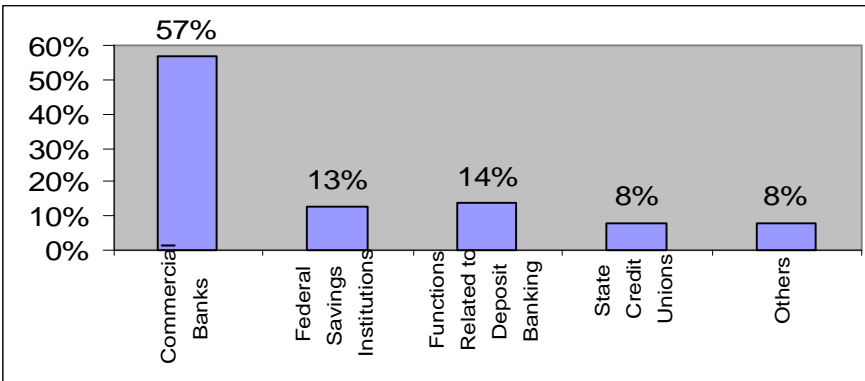
**WORK PATTERNS (HOURS & SHIFTS)**

Many employment opportunities in this occupation were full time (34-40hr/wk), just as many employment opportunities were part time (18-32 hr/wk). A few temp/on call positions were offered (10hr/wk).

**Recruitment****METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	<b>66%</b>
NEWSPAPER ADVERTISEMENTS:	<b>67%</b>
PRIVATE EMPLOYMENT AGENCIES:	<b>0%</b>
UNSOLICITED WALK-INS:	<b>17%</b>
IN-HOUSE PROMOTION OR TRANSFER:	<b>0%</b>
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	<b>20%</b>
PRIVATE VOCATIONAL SCHOOLS:	<b>0%</b>
EDD:	<b>20%</b>
UNION HALL REFERRALS:	<b>0%</b>

Some employers recruit through job fairs or branch networks.







# **SECTION 7**

# **TRAINING DIRECTORY**

# INTRODUCTION

This training directory is a compliment to the 2000 Occupational Outlook Report. As such, it only covers schools or other organizations providing training in the occupations covered in this report. (The occupations surveyed from 1998 to 2000) Sometimes a reference giving an address or a phone number locates a training provider outside of Fresno County. In those instances the training provider's main office may be outside of Fresno County but the vocational training itself takes place in Fresno County.

## FRESNO WORKFORCE DEVELOPMENT BOARD TRAINING DIRECTORY

The FWDB also maintains a homepage Training Directory that lists all occupational training programs that are JTPA approved for eligible individuals. Contact the Fresno Workforce Development Board homepage at [www.jobsfresno.com](http://www.jobsfresno.com) and "click" on *TRAINING PROVIDERS*.

## TRAINING DIRECTORY PARTS

This Training Directory is divided into two parts:

### **Part 1: 1998-2000 Occupations Index/Sources of Training**

This provides a list of all occupations surveyed in the years from 1998 to 2000. Only those schools that offer some form of credential of completion for that specific occupation are shown under the occupational title.

### **Part 2: 2000 Vocational Training Providers**

This lists all of the known accredited training providers in the 2000 year of survey. We have also provided the school addresses, phone and fax numbers and any known URL or E-mail addresses.

We hope this will provide you with an accurate and user friendly source of information on training providers in Fresno County.

# 1998-2000 Occupations Index/Sources of Training

---

## Accountants & Auditors

Business Productivity Group-the Training Center  
California School of Technology, inc.  
California State University, Fresno  
Clovis Adult Education  
Clovis Center  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
Fresno City College Vocational Training Center  
Fresno Institute of Technology  
Fresno Pacific University—College  
Fresno Pacific University—Graduate School  
Heald College  
Hi Tech Vocational Institute  
Microcomputer Education Center  
National University  
Quality College Vocational Careers  
Reedley College  
Selma Adult School  
Southern California Graduate School  
University of Phoenix  
Valley Regional Occupational Program  
Valley Software Educational  
Valley Vocational College

---

---

## Administrative Assistants

California School of Technology, inc.  
California State University, Fresno  
Central Adult Education  
Clovis Adult Education  
Clovis Center  
Computer Training Institute of Central California  
Custom Training Solutions  
Fresno City College  
Fresno City College Vocational Training Center  
Fresno Institute of Technology  
Fresno Pacific University--College  
Goodwill Industries of San Joaquin Valley, Inc.  
Heald College  
Management Training/Marketing Associates  
Microcomputer Education Center  
National University  
Quality College Vocational Careers  
San Joaquin Valley College  
Sierra Valley Business College  
University of Phoenix  
Valley Regional Occupational Program  
Valley Software Educational  
Valley Vocational College

---

## Assemblers & Fabricators

Construction Craft Training Center

---

---

**Automotive Body & Related Repairers**

Central Valley Automotive & Machinists (JAC)  
Fresno City College  
Fresno City College Vocational Training Center  
Fresno Regional Occupational Program

---

**Automotive Mechanics**

Central Valley Automotive & Machinists (JAC)  
Fresno Adult School  
Fresno City College  
Fresno City College Vocational Training Center  
Fresno Regional Occupational Program  
Hi Tech Vocational Institute  
Reedley College  
The Training Institute-SCCCCD  
Valley Regional Occupational Program  
Valley Vocational College  
West Hills College

---

**Bakers**

**N/A**

---

**Bill & Account Collectors**

Clovis Center  
Fresno Pacific University--College

---

---

**Billing, Cost & Rate Clerks**

California School of Technology, Inc.  
California State University, Fresno  
Central Adult Education  
Clovis Center  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
Fresno City College Vocational Training Center  
Fresno Regional Occupational Program  
Heald College, Fresno  
Hi Tech Vocational Institute  
MicroComputer Education Center  
Reedley College  
Sanger Adult School  
Selma Adult School  
Southern CA Graduate School of Theology  
Valley Regional Occupational Program  
Valley Vocational College  
Valley Software Education  
West Hills College

---

---

**Bookkeeping, Accounting, & Auditing Clerks**

Business Productivity Group-the Training Center  
California School of Technology, inc.  
California State University, Fresno  
Clovis Adult Education  
Clovis Center  
Custom Training Solutions  
Fresno City College  
Fresno City College vocational Training Center  
Fresno Adult School  
Fresno Institute of Technology  
Fresno Pacific University--College  
Heald College, Fresno  
Hi Tech Vocational Institute  
MicroComputer Education Center  
Quality College Vocational Careers  
Reedley College  
San Joaquin Valley College  
Selma Adult School  
Southern CA Graduate School of Theology  
University of Phoenix  
Valley Regional Occupational Program  
Valley Software Educational  
Valley Vocational College  
West Hills College

---

**Bus Drivers**

Quality College Vocational Careers  
Truck Driving Academy-Fresno  
Western Pacific Truck School

---

---

**Cabinetmakers & Bench Carpenters**

Carpenters Training Committee for N. California  
Construction Craft Training Center  
Fresno City College  
Selma Adult School  
Valley Regional Occupational Program

---

**Cashiers**

California School of Technology, inc.  
Central City Vocational Training  
Clovis Center  
Donald R. Reid & Associates  
Fresno Adult School  
Fresno City College  
Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley, Inc.  
Hi Tech Vocational Institute  
Management Training/Marketing Association  
National Training Institute Inc.  
Valley Vocational College

---

**Chemists**

California State University, Fresno  
Reedley College  
West Hills College

---

**Computer Graphics Specialist**

California State University, Fresno  
Fresno City College  
Fresno Regional Occupational Program  
Valley Regional Occupational Program

---

---

**Computer Network Technicians**

California State University, Fresno  
Fresno City College  
Fresno Institute of Technology  
Fresno Regional Occupational Program  
Heald College, Fresno  
Hi Tech Vocational Institute  
Microcomputer Education Center  
National Training Institute Inc.  
Reedley College  
Sierra Valley Business College  
University of Phoenix

---

**Computer Support Specialists**

California State University, Fresno  
Fresno City College  
Fresno Pacific University--College  
Heald College-Fresno  
MicroComputer Education Center  
National Training Institute Inc.  
San Joaquin Valley College  
Southern CA Graduate School of Theology  
University of Phoenix

---

**Cooks-Short Order**

Valley Regional Occupational Program

---

---

**Corrections Officers & Jailers**

California State University, Fresno  
Fresno City College  
Fresno Regional Occupational Program  
Police Science Institute  
San Joaquin Valley College  
Valley Regional Occupational Program  
West Hills College

---

**Counter & Rental Clerks**

California School of Technology, inc.  
Central City Vocational Training  
Clovis Adult Education  
Clovis Center  
Donald R. Reid & Associates  
Fresno Adult School  
Fresno City College  
Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley, Inc.  
Hi Tech Vocational Institute  
Management Training/Marketing Association  
National Training Institute Inc.  
Reedley College  
Valley Vocational College

---

**Court Clerks**

Fresno City College  
Sierra Valley Business College

---

---

**Dental Hygienists**

Fresno City College  
Galen College of Medical & Dental Assistants  
San Joaquin Valley College

---

**Dietetic Technicians**

Fresno City College  
California State University, Fresno

---

**Electricians**

Construction Craft Training Center  
Electrical Joint Apprentice & Training Committee  
Fresno City College  
Heald College, Fresno  
National Training Institute Inc.

---

**Excavating & Loading Machine Operators**

N/A

---

**Farm Workers, Farm & Ranch Animals**

California State University, Fresno  
Fresno Regional Occupational Program  
Reedley College  
San Joaquin Valley College  
West Hills College

---

---

**File Clerks**

California School of Technology, inc.  
Central Adult Education  
Clovis Adult Education  
Clovis Center  
Computer Training Institute of Central California  
Fresno City College  
Fresno Regional Occupational Program  
Management Training/Marketing Associates  
Quality College Vocational Careers  
Reedley College  
Valley Regional Occupational Program  
Valley Vocational College

---

**Firefighters**

Fresno City College  
Fresno Regional Occupational Program

---

**First Line Supervisors & Manager/Supervisors**

California State University, Fresno  
Clovis Center  
National University

---

---

**General Office Clerks**

California School of Technology, inc.  
California State University, Fresno  
Central Adult Education  
Clovis Adult Education  
Clovis Center  
Computer Training Institute of Central California  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
The Training Institute-SCCCD  
Fresno City College Vocational Training Center  
Fresno Institute of Technology  
Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley, Inc.  
Hi Tech Vocational Institute  
Management Training/Marketing Associates  
MicroComputer Educational Center  
Quality College Vocational Careers  
Reedley College  
Sanger Adult School  
Selma Adult School  
Sierra Valley Business College  
Southern California Graduate School of Theology  
Valley Regional Occupational Program  
Valley Software Educational  
Valley Vocational College

---

**Guards & Watch Guards**

Police Science Institute  
Safety First Security Training Academy  
San Joaquin Valley College

---

---

**Heating & A/C, Refrigeration Mechanics**

Fresno Area Plumbers, Pipe & Refrigeration  
Fresno City College  
Fresno Institute of Technology  
Fresno Vicinity Sheet Metal Industry Apprent.  
San Joaquin Valley College

---

**Hosts, Hostesses**

Valley Regional Occupational Program

---

**Hotel Desk Clerks**

Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley, Inc.  
Hi Tech Vocational Institute  
Management Training/Marketing Association  
Reedley College  
San Joaquin Valley College  
Valley Regional Occupational Program

---



---

**Human Service Workers**

California State University, Fresno  
California State University—Extend. Ed. Division  
Clovis Center  
Fresno City College  
Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley, Inc.  
Hi Tech Vocational Institute  
Fresno City College  
Fresno Pacific University—College  
Fresno Pacific University—Graduate School  
Quality College Vocational Careers  
Reedley College  
Selma Adult School  
The Training Institute-SCCCCD

---

**Industrial Truck & Tractor Operators**  
**N/A**

---

**Instructional Aides**

California State University, Fresno  
CSU, Fresno Extended Education  
Fresno Adult School  
Fresno City College  
Fresno Regional Occupational Program  
National University  
Reedley College  
Valley Regional Occupational Program  
West Hills College

---

---

**Insurance Claims Clerks**

A. D. Banker & Company  
California School of Technology  
California State University, Fresno  
Central Adult Education  
Clovis Adult Education  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno Pacific University--College  
Fresno Regional Occupational Program  
Hi Tech Vocational Institute  
MicroComputer Education Center  
Reedley College  
San Joaquin Valley College  
Sanger Adult School  
Selma Adult School  
Southern CA Graduate School of Theology  
Valley Regional Occupational Program  
Valley Vocational College  
West Hills College

---

---

**Laborers, Landscaping and Groundskeeping**

Aurora's Vocational Training  
California School of Technology, Inc.  
Fresno Regional Occupational Program  
Reedley College  
Valley Regional Occupational Program

---

**Law Clerks**

Central California College School of Law  
Fresno City College  
Oak Brook College of Law and Govt. Policy  
San Joaquin College of Law

---

**Legal Secretaries**

Central California College School of Law  
Fresno City College  
Fresno Regional Occupational Program  
Heald College  
Oak Brook College of Law and Govt. Policy

---

**Library Assistants & Bookmobile Drivers**

Fresno City College

---

---

**Loan & Credit Clerks**

N/A

---

**Lodging Managers**

California School of Technology, inc.  
Clovis Center  
Fresno City College  
Goodwill Industries of San Joaquin Valley, Inc.  
Hi Tech Vocational Institute  
Management Training/Marketing Association  
Reedley College  
San Joaquin Valley College  
University of Phoenix

---

**Machinery Maintenance Mechanics**

Central Valley Automotive & Machinists (JAC)  
Fresno City College  
Reedley College  
West Hills College

---

**Machininst**

Central Valley Automotive & Machinists (JAC)  
Fresno City College  
Reedley College

---

---

**Maids & Housekeeping Cleaners**

California School of Technology, Inc.  
Clovis Adult Education  
Fresno Adult School  
Goodwill Industries of San Joaquin Valley, Inc.  
Hi Tech Vocational Institute  
Quality College Vocational Careers  
Sanger Adult School  
Valley Vocational College

---

**Maintenance Repairers—General Utility**

Fresno Adult School  
Fresno City College  
Fresno City College Vocational Training Center  
Quality College Vocational Careers  
Reedley College  
Valley Regional Occupational Program  
West Hills College

---

**Medical & Clinical Laboratory Assistants**

California State University, Fresno  
Clovis Adult Education  
Computer Training Institute of Central California  
The Training Institute-SCCCCD  
Fresno Institute of Technology  
San Joaquin Valley College

---

---

**Medical & Clinical Laboratory Technologists**

California State University, Fresno  
Community Trade & Technical Institute  
Fresno City College  
The Training Institute-SCCCCD  
San Joaquin Valley College

---

**Medical Assistants**

Clovis Adult Education  
Computer Training Institute of Central California  
Fresno Adult School  
Fresno City College  
The Training Institute-SCCCCD  
Fresno Regional Occupational Program  
Galen College of Medical And Dental Assistants  
Heald College  
Quality College Vocational Careers  
Reedley College  
San Joaquin Valley College  
Sierra Valley Business College  
Valley Software Educational

---

**Medical Secretaries**

Central Adult Education  
Clovis Adult Education  
Community Trade & Technical Institute  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
The Training Institute-SCCCD  
Fresno Institute of Technology  
Fresno Regional Occupational Program  
Heald College-Fresno  
Management Training/Marketing Associates  
MicroComputer Education Center  
Quality College Vocational Careers  
Reedley College  
San Joaquin Valley College  
Sierra Valley Business College  
Valley Regional Occupational Program  
Valley Software Educational  
West Hills College

---

**Numerical-Control Machine**

Fresno City College  
Heald College – Fresno  
Hi Tech Vocational Institute  
Reedley College

---

---

**Nurse Aides**

Beverly Training Center  
California State University, Fresno  
Clovis Adult Education  
Fresno Adult School  
Fresno City College  
Fresno Regional Occupational Program  
University of Phoenix  
Valley Regional Occupational Program

---

**Nurse Practitioners**

California State University, Fresno  
University of Phoenix

---

**Occupational Therapy Assistants & Aides**

California State University, Fresno  
Fresno City College  
Fresno Regional Occupational Program  
Quality College Vocational Careers  
San Joaquin Valley College

---

**Packaging & Filling Machine Operators**  
**N/A**

---

**Paralegal Personnel**

Central California College School of Law  
Fresno City College  
Oak Brook College of Law and Govt. Policy  
San Joaquin College of Law

---

**Pest Controllers & Pest Control Assistants**

West Hills College

---

---

**Physical Therapists**

California State University, Fresno  
Quality College Vocational Careers

---

**Purchasing Agents & Buyers, Farm**

California State University, Fresno  
Fresno City College  
Fresno Pacific University--College  
West Hills College

---

**Receptionists & Information Clerks**

California School of Technology, inc.  
Central Adult Education  
Clovis Adult Education  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
Fresno City College Vocational Training Center  
Fresno Regional Occupational Program  
Hi Tech Vocational Institute  
Management Training/Marketing Associates  
MicroComputer Education Center  
Reedley College  
Sanger Adult School  
Selma Adult School  
Southern CA Graduate School of Theology  
Valley Regional Occupational Program  
Valley Vocational College  
West Hills College

---

---

**Recreational Therapists**

California State University, Fresno  
Fresno City College  
Fresno Pacific University--College  
Reedley College  
West Hills College

---

**Sales Agents-Real Estate**

Anthony Schools of Northern California  
California State University, Fresno  
Fresno City College  
Love Real Estate School  
Reedley College  
West Hills College

---

---

**Secretaries- General**

California School of Technology, inc.  
California State University, Fresno  
Central Adult Education  
Clovis Adult Education  
Clovis Center  
Community Trade & Technical Institute  
Computer Training Institute of Central California  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
Fresno City College Vocational Training Center  
Fresno Institute of Technology  
Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley, Inc.  
Heald College – Fresno  
Hi Tech Vocational Institute  
Management Training/Marketing Associates  
MicroComputer Education Center  
National University  
Quality College Vocational Careers  
Reedley College  
San Joaquin Valley College  
Sanger Adult School  
Selma Adult School  
Sierra Valley Business College  
Southern California Graduate School  
Valley Regional Occupational Program  
Valley Software Educational  
Valley Vocational College  
West Hills College

---

**Sheet Metal Workers**

Fresno City College  
Fresno Regional Occupational Program  
Fresno Vicinity Sheet Metal Industry Apprentice

---

**Sheriffs & Deputy Sheriffs**

California State University, Fresno  
Fresno City College  
Fresno Regional Occupational Program  
Oak Brook College of Law and Govt. Policy  
Police Science Institute  
Reedley College  
Valley Regional Occupational Program  
West Hills College

---

**Surgical Technicians**

**N/A**

---

---

**Systems Analyst—Electronic Data Processing**

Business Productivity Group-the Training Center  
Fresno City College  
Fresno Pacific University--College  
Heald College—Fresno  
Hi Tech Vocational Institute  
Microcomputer Education Center  
Reedley College

---

**Teachers—Elementary School**

Fresno Pacific University—Graduate School  
Fresno Regional Occupational Program  
National University  
Reedley College

---

**Telemarketers & Telephone Solicitors**  
**N/A**

---

**Tellers**

Fresno Adult School  
Fresno City College  
Fresno Regional Occupational Program  
Reedley College

---

---

**Truck Drivers, Heavy or Tractor Trailer**

Major Express Truck School  
Quality College Vocational Careers  
Truck Driving Academy—Fresno  
Western Pacific Truck School

---

**Truck Drivers, Light**

Police Science Institute  
Quality College Vocational Careers  
Truck Driving Academy—Fresno  
Western Pacific Truck School

---

**Veterinary Assistants**

Fresno Regional Occupational Program  
San Joaquin Valley College

---

**Vocational & Educational Counselors**

California State University, Fresno  
California State University—Extend. Ed. Division  
Fresno Pacific University--College  
Reedley College

## Year 2000 Vocational Training Providers

A. D. Banker & Company  
7101 College Boulevard, Suite 1600  
Overland Park, KS 66210-4030  
Phone: (800) 866-2468  
Fax: (913) 451-3766  
Internet: N/A  
E-mail: N/A

Academy of Excellence  
1583 North Roosevelt Avenue  
Fresno, CA 93728  
Phone: (559) 486-0878  
Fax: N/A  
Internet: N/A  
E-mail: N/A

Alliant University &  
California School of Professional Psychology  
5130 E. Clinton Way  
Fresno, CA 93727  
Phone: (559) 456-2777  
Fax: (559) 253-2267  
Internet: <http://www.cspp.edu>  
E-mail: [admissions@mail.cspp.edu](mailto:admissions@mail.cspp.edu)

Anthony Schools of Northern California  
822 South Robertson Blvd, Suite 307  
Los Angeles, CA 90035  
Phone: (559) 431-3000  
Fax: (310) 289-9113  
Internet: [www.anthonyschools.com](http://www.anthonyschools.com)  
E-mail: N/A

Aurora's Vocational Training  
13034 E. Manning  
Parlier, CA 93648  
Phone: (559) 646-7542  
Fax: (559) 646-2336  
Internet: N/A  
E-mail: N/A

Beverly Training Center  
2984 North Maroa  
Fresno, CA 93704  
Phone: (559) 226-9401  
Fax: (559) 226-4239  
Internet: N/A  
E-mail: N/A



Business Productivity Group-The Training Center  
1477 E. Shaw #140  
Fresno, CA  
Phone: (559) 244-6300  
Fax: (559) 244-6305  
Internet: [Http://www.bpginc.com](http://www.bpginc.com)  
E-mail: [joer@bpginc.com](mailto:joer@bpginc.com)

California Christian College  
4881 East University Avenue  
Fresno, CA 93703  
Phone: (559) 251-4215  
Fax: (559) 251-4231  
Internet: [calchristiancollege.org](http://calchristiancollege.org)  
E-mail: [cccfresno@aol.com](mailto:cccfresno@aol.com)

California School of Technology, Inc  
5465 E. Hedges Ave.  
Fresno, CA 93727  
Phone: (559) 456-3902  
Fax: (559) 456-4291  
Internet: [www.ca.schooloftech.net](http://www.ca.schooloftech.net)  
E-mail: [flunez@caschooloftech.net](mailto:flunez@caschooloftech.net)

California State University, Fresno  
5150 North Maple Avenue  
Fresno, CA 93740-8026  
Phone: (559) 278-2191  
Fax: (559) 278-4812  
Internet: [www.csufresno.edu](http://www.csufresno.edu)  
Administration: [www-catalog.admin.csufresno.edu](http://www-catalog.admin.csufresno.edu)

California State University, Fresno Extended Education  
5005 North Maple Avenue, M/s Ed76  
Fresno, CA 93740-8025  
Phone: (559) 278-0333  
Fax: (559) 278-0395  
Internet: [www.csufresno.edu/ExtendedEd](http://www.csufresno.edu/ExtendedEd)  
E-mail: [tracyo@csufresno.edu](mailto:tracyo@csufresno.edu)

Carpenters Training Committee for Northern California  
1335 N. Hulbert Ave.  
Fresno, CA 93728  
Phone: (559) 251-5097  
Fax: (559) 251-2103  
Internet: N/A  
E-mail: N/A

Central Adult Education  
2698 North Brawley  
Fresno, CA 93722  
Phone: (559) 276-5230  
Fax: (559) 276-8204  
Internet: N/A  
E-mail: [fbergmann@netasset.com](mailto:fbergmann@netasset.com)

Central California College School of Law  
2140 Merced Street. Suite 102  
Fresno, CA 93721  
Phone: (559) 233-4704  
Fax: (559) 233-1641  
Internet: N/A  
E-mail: N/A

Central City Vocational Training  
423 W. Main  
Santa Maria, CA 93454  
Phone: (559) 222-1995  
Fax: (559) 222-1995  
Internet: N/A  
E-mail: N/A

Central Valley Automotive & Machinist (JAC)  
544 W. Olive Ave  
Fresno, CA 93728  
Phone: (559) 264-2815  
Fax: (559) 264-3060  
Internet: N/A  
E-mail: [harley@madnet.net](mailto:harley@madnet.net)

Central Valley Drywall/Lathers (JATC)  
1335 N. Hulbert Ave  
Fresno, CA 93728  
Phone: (559) 264-4350  
Fax: (559) 264-6309  
Internet: [www.drywall-lathing.com](http://www.drywall-lathing.com)  
E-mail: N/A

Central Valley Painters, Decorators & Paperhangers (JAC)  
4831 E. Shields #16  
Fresno, CA 93726  
Phone: (559) 255-2113  
Fax: (559) 255-3806  
Internet: N/A  
E-mail: N/A

Central Valley Roofers, Waterproofers & Allied Workers  
(JATC)  
4831 E. Shields, Room 27  
Fresno, CA 93726  
Phone: (559) 255-0933  
Fax: (559) 255-0983  
Internet: N/A  
E-mail: N/A

Clovis Adult Education  
1452 David E. Cook Way  
Clovis, CA 93611-0575  
Phone: (559) 327-2800  
Fax: (559) 327-2889  
Internet: N/A  
E-mail: [dlennon@clovisusd.k12.ca.us](mailto:dlennon@clovisusd.k12.ca.us)

Clovis Center  
390 W. Fir, Building A  
Clovis, CA 93611  
Phone: (559) 323-4595  
Fax: (559) 324-6490  
Internet: <http://www.scccd.cc.ca.us>  
E-mail: N/A

Computer Training Institute of Central California  
1617 W. Shaw Ave  
Fresno, CA 93711  
Phone: (559) 229-2888  
Fax: N/A  
Internet: N/A  
E-mail: [alice@cticc.com](mailto:alice@cticc.com)

Construction Craft Training Center  
26232 Industrial Blvd  
Hayward, CA 94545  
Phone: (510) 785-2282  
Fax: (510) 785-9136  
Internet: [www.cctc.edu](http://www.cctc.edu)  
E-mail: N/A

Custom Training Solutions  
6042 N. Fresno ST., Suite 205  
Fresno, CA 93710  
Phone: (559) 432-4128  
Fax: (559) 432-8766  
Internet: N/A  
E-mail: N/A

Donald R. Reid & Associates  
1925 W. Fedora Avenue  
Fresno, CA 93705  
Phone: (559) 229-1570  
Fax: (559) 224-8535  
Internet: [www.intlsalesinstitute.com](http://www.intlsalesinstitute.com)  
E-mail: [donreid@intlsalesinstitute.com](mailto:donreid@intlsalesinstitute.com)

Electrical Joint Apprenticeship & Training Committee (JATC)  
5420 E. Hedges  
Fresno, CA 93727  
Phone: (559) 251-5174  
Fax: (559) 251-8402  
Internet: N/A  
E-mail: N/A

Federico Colleges/Federico beauty colleges  
5660 North Blackstone Avenue  
Fresno, CA 93710  
Phone: (559) 432-4343  
Fax: (559) 432-2368  
Internet: N/A  
E-mail: N/A

Fresno Adult School  
2500 Stanislaus  
Fresno, CA 93721  
Phone: (559) 457-6000  
Fax: (559) 457-6001  
Internet: [www.fresnoadult.com](http://www.fresnoadult.com)  
E-mail: [info@FresnoAdult.com](mailto:info@FresnoAdult.com)

Fresno Area Plasterers & Cement Masons (JATC)  
4831 E. Shields Ave, Room 6  
Fresno, CA 93727  
Phone: (559) 251-8259  
Fax: (559) 251-5916  
Internet: [www.opcmia300.org](http://www.opcmia300.org)  
E-mail: N/A

Fresno Area Plumbers, Pipe and Refrigeration Fitters(JATC)  
1303 N. Rabe, Suite 102  
Fresno, CA 93727  
Phone: (559) 455-1526  
Fax: (559) 455-1874  
Internet: [ualocal246.com](http://ualocal246.com)  
E-mail: [mike@ualocal246.com](mailto:mike@ualocal246.com)

Fresno City College  
1101 East University Avenue  
Fresno, CA 93741-0001  
Phone: (559) 442-4600  
Fax: (559) 237-4232  
Internet: [www.scccd.cc.ca.us](http://www.scccd.cc.ca.us)  
E-mail: [pl0571@scccd.cc.ca.us](mailto:pl0571@scccd.cc.ca.us)

Fresno City College Vocational Training Center  
2930 E. Annadale Ave.  
Fresno, CA 93725  
Phone: (559) 486-0173  
Fax: (559) 264-1156  
Internet: N/A  
E-mail: N/A

Fresno Institute of Technology  
731 W. Shaw  
Clovis, CA 93612  
Phone: (559) 297-4500  
Fax: (559) 297-5822  
Internet: [www.frenotech.com](http://www.frenotech.com)  
E-mail: [asandoval@fresnotech.com](mailto:asandoval@fresnotech.com)

Fresno Pacific University--College  
1717 South Chestnut Avenue  
Fresno, CA 93702-4798  
Phone: (559) 453-2211  
Fax: (559) 453-2001  
Internet: [www.fresno.edu](http://www.fresno.edu)  
E-mail: [rdrempel@fresno.edu](mailto:rdrempel@fresno.edu)

Fresno Pacific University—Graduate School  
1717 South Chestnut Avenue  
Fresno, CA 93702-4798  
Phone: (559) 453-2211  
Fax: (559) 453-2001  
Internet: [www.fresno.edu/dept/grad](http://www.fresno.edu/dept/grad)  
E-mail: [grdadmis@fresno.edu](mailto:grdadmis@fresno.edu)

Fresno Regional Occupational Program  
1111 Van Ness, The Towers, Suite 5  
Fresno, CA 93721  
Phone: (559) 497-3860  
Fax: (559) 497-3806  
Internet: [www.fcoe.k12.ca.us](http://www.fcoe.k12.ca.us)  
E-mail: [ROP@fcoe.k12.ca.us](mailto:ROP@fcoe.k12.ca.us)

Fresno Vicinity Sheet Metal Industry Apprenticeship (JATC)  
4585 E. Floradora #B  
Fresno, CA 93703  
Phone: (559) 255-3665  
Fax: (559) 255-6450  
Internet: N/A  
E-mail: N/A

Galen College of Medical and Dental Assistants  
1325 North Wishon Avenue  
Fresno, CA 93728  
Phone: (559) 264-9726  
Fax: (559) 264-0985  
Internet: N/A  
E-mail: [galencollege@psnw.com](mailto:galencollege@psnw.com)

Goodwill Industries of San Joaquin Valley  
1077 E. Shaw Ave.  
Fresno, CA 93710  
Phone: (559) 224-0162  
Fax: (559) 224-0285  
Internet: <http://www.goodwill-sjv.org>  
E-mail: N/A

H&R Block Tax Training School  
4039 N. Blackstone Ave.  
Fresno, CA 93726  
Phone: (559) 472-5625  
Fax: (559) 228-8293  
Internet: N/A  
E-mail: N/A

Heald College-Fresno  
255 West Bullard  
Fresno, CA 93704  
Phone: (559) 438-4222  
Fax: (559) 438-6368  
Internet: [www.heald.edu](http://www.heald.edu)  
E-mail: [chris_vanes@heald.edu](mailto:chris_vanes@heald.edu)

Hi Tech Vocational Institute  
2422 North Marks, pmb 641  
Fresno, CA 93722-5216  
Phone: (559) 276-2886  
Fax: (559) 276-3201  
Internet: N/A  
E-mail: [jacqui@hitech.msn.com](mailto:jacqui@hitech.msn.com)

Ironworkers of Central California & Vicinity (JATC)  
1380 S. Channing  
Fresno, CA 93706  
Phone: (559) 497-1295  
Fax: (559) 497-1297  
Internet: N/A  
E-mail: N/A

Lawrence and Company College of Cosmetology  
2440 A McCall, Suite A  
Selma, CA 93662  
Phone: (559) 891-8108  
Fax: (559) 891-8039  
Internet: N/A  
E-mail: N/A

Love Real Estate School  
1665 West Shaw, Suite 104  
Fresno, CA 93711  
Phone: (559) 225-2672  
Fax: (559) 225-2689  
Internet: N/A  
E-mail: N/A

Lyle's First and Herndon College of Beauty  
6735 North First Street, Suite 112  
Fresno, CA 93710  
Phone: (559) 431-6060  
Fax: (559) 432-7595  
Internet: N/A  
E-mail: N/A

Lyle's Fresno Shaw & Marks College of Beauty  
3125 West Shaw Avenue  
Fresno, CA 93711  
Phone: (559) 222-6060  
Fax: (559) 221-1039  
Internet: N/A  
E-mail: N/A

Major Express Truck School  
4354 S. Chestnut  
Fresno, CA 93725  
Phone: (800) 861-1677  
Fax: (559) 486-8453  
Internet: N/A  
E-mail: N/A

Management Training/Marketing Association (MTMA)  
1313 P Street, Suite 205  
Fresno, CA 93721  
Phone: (559) 268-0938  
Fax: (559) 268-0558  
Internet: N/A  
E-mail: mtma01@sprynet.com

Manchester College of Beauty  
3756 North Blackstone Avenue  
Fresno, CA 93726  
Phone: (559) 224-4242  
Fax: (559) 224-0754  
Internet: N/A  
E-mail: N/A

Mazzei Flying Service  
4885 E. Shields Avenue, Suite 201  
Fresno, CA 93726  
Phone: (559) 251-7501  
Fax: (559) 255-8900  
Internet: [www.flymfs.com](http://www.flymfs.com)  
E-mail: [learn@flymfs.com](mailto:learn@flymfs.com)

Mennonite Brethren Biblical Seminary  
4824 East Butler  
Fresno, CA 93727-5097  
Phone: (559) 251-8628  
Fax: (559) 251-7212  
Internet: [mbseminary.com](http://mbseminary.com)  
E-mail: [jimholm@fresno.com](mailto:jimholm@fresno.com)

Microcomputer Education Center  
2002 North Gateway Blvd  
Fresno, CA 93727  
Phone: (559) 456-0623  
Fax: (559) 456-0188  
Internet: [www.mced.com](http://www.mced.com)  
E-mail: [rtrevino@mced.com](mailto:rtrevino@mced.com)

Moler Barber College and School  
1240 Fulton Mall  
Fresno, CA 93721  
Phone: (559) 485-4030  
Fax: (559) 485-2755  
Internet: [usbarbers.com](http://usbarbers.com)  
E-mail: N/A

National Training Institute Inc.  
1755 N. Gateway Blvd.  
Fresno, CA 93727-1628  
Phone: (559) 456-1522  
Fax: (559) 456-4841  
Internet: [www.ntiusa.com](http://www.ntiusa.com)  
E-mail: N/A

National University  
2767 E. Shaw  
Fresno, CA 93710  
Phone: (559) 294-4500  
Fax: (559) 294-4596  
Internet: <http://www.nu.edu>  
E-mail: N/A

Northern California & Northern Nevada Stationary Engineers  
839 N. Fulton St.  
Fresno, CA 93728  
Phone: (559) 233-0839  
Fax: (559) 233-0896  
Internet: N/A  
E-mail: N/A

Northern California Cement Masons (JATC)  
4831 E. Shields, Rm. 6  
Fresno, CA 93726  
Phone: (559) 251-8259  
Fax: (559) 251-5916  
Internet: [opcmia300.org](http://opcmia300.org)  
E-mail: N/A

Oak Brook College of Law and Government Policy  
P.O. Box 26870  
Fresno, CA 93729  
Phone: (559) 650-7755  
Fax: (559) 650-7750  
Internet: [www.obcl.edu](http://www.obcl.edu)  
E-mail: [info@obcl.edu](mailto:info@obcl.edu)

Parlier Alternative Education Center  
900 Newmark Avenue  
Parlier, CA 93648  
Phone: (559) 646-2723  
Fax: (559) 888-0210  
Internet: N/A  
E-mail: N/A

Police Science Institute  
777 W. Shaw  
Fresno, CA 93704  
Phone: (559) 266-3173  
Fax: (559) 266-3421  
Internet: N/A  
E-mail: [psi@psnw.com](mailto:psi@psnw.com)

Quality College Vocational Careers  
1570 North Wishon  
Fresno, CA 93728  
Phone: (559) 497-5050  
Fax: (559) 264-4454  
Internet: N/A  
E-mail: [ledwa94909@aol.com](mailto:ledwa94909@aol.com)

Reedley College  
995 North Reed Avenue  
Reedley, CA 93654-2099  
Phone: (559) 638-3641  
Fax: (559) 638-5040  
Internet: [www.rc.cc.ca.us](http://www.rc.cc.ca.us)  
E-mail: [lori.creed@do1.scccd.cc.ca.us](mailto:lori.creed@do1.scccd.cc.ca.us)

San Joaquin College of Law  
901 Fifth Street  
Clovis, CA 93612-1312  
Phone: (559) 323-2100  
Fax: (559) 323-5566  
Internet: [Http://www.sjcl.org](http://www.sjcl.org)  
E-mail: [admissions@sjcl.org](mailto:admissions@sjcl.org)

San Joaquin Valley College  
295 East Sierra Ave  
Fresno, CA 93710  
Phone: (559) 448-8282  
Fax: (559) 448-8250  
Internet: [www.sjvc.com](http://www.sjvc.com)  
E-mail: N/A

San Joaquin Valley College-Aviation  
4985 East Andersen Avenue  
Fresno, CA 93727  
Phone: (559) 453-0123  
Fax: (559) 453-0133  
Internet: [www.sjvc.com](http://www.sjvc.com)  
E-mail: N/A

Sanger Adult School  
1705 Tenth Street  
Sanger, CA 93657  
Phone: (559) 875-7121  
Fax: (559) 875-1820  
Internet: N/A  
E-mail: N/A

Selma Adult School  
3125 Wright Street  
Selma, CA 93662  
Phone: (559) 896-6651  
Fax: (559) 896-7147  
Internet: N/A  
E-mail: N/A

Selma Learning Center  
2001 First Street  
Selma, CA 93662  
Phone: (559) 896-3012  
Fax: (559) 896-8836  
Internet: N/A  
E-mail: N/A

Sierra Valley Business College  
4747 North First Street, Building D  
Fresno, CA 93726  
Phone: (559) 222-0947  
Fax: (559) 222-2973  
Internet: N/A  
E-mail: N/A



Southern California Graduate School of Theology  
5588 North Palm Avenue  
Fresno, CA 93704  
Phone: (559) 435-8402  
Fax: (559) 439-7948  
Internet: N/A  
E-mail: N/A

The Training Institute-State Center Community College  
District  
390 West Fir, Building B  
Clovis, CA 93611  
Phone: (559) 323-4688  
Fax: (559) 323-4811  
Internet: <http://www.fccti.com/>  
E-mail: [robw@fccti.cc.ca.us](mailto:robw@fccti.cc.ca.us)

Therapeutic Learning Center  
3636 North First Street, Suite 154  
Fresno, CA 93726  
Phone: (559) 225-7772  
Fax: (559) 252-5313  
Internet: N/A  
E-mail: N/A

Truck Driving Academy-Fresno  
2757 South Golden State Blvd.  
Fresno, CA 93725  
Phone: (559) 233-4700  
Fax: (559) 266-0747  
Internet: N/A  
E-mail: N/A

University of Phoenix  
2490 W. Shaw Ave. #105  
Fresno, CA 93711  
Phone: (559) 243-2149  
Fax: (559) 438-0263  
Internet: [www.uophx.edu/northcal/](http://www.uophx.edu/northcal/)  
E-mail: [scott.motsenbocker@apollogrp.edu](mailto:scott.motsenbocker@apollogrp.edu)

Valley Regional Occupational Program  
755 J Street  
Parlier, CA 93648  
Phone: (559) 646-3591  
Fax: (559) 646-3593  
Internet: [www.theworks.com/~vrop](http://www.theworks.com/~vrop)  
E-mail: [vrop@theworks.com](mailto:vrop@theworks.com)

Valley Software Educational  
1702 E Bullard, St 103b  
Fresno, CA 93710-5800  
Phone: (559) 437-9825  
Fax: (559) 437-9643  
Internet: [vsec.org](http://vsec.org)  
E-mail: [vsec98.com](mailto:vsec98.com)

Valley Travel College  
1368 West Herndon, Suite 101  
Fresno, CA 93711  
Phone: (559) 436-1027  
Fax: (559) 436-1028  
Internet: N/A  
E-mail: N/A

## Valley Vocational College

1380 North Abby

Fresno, CA 93703

Phone: (559) 266-7577

Fax: (559) 266-3947

Internet: N/A

E-mail: N/A

## West Hills College

300 Cherry Lane

Coalinga, CA 93210-1399

Phone: (559) 935-0801

Fax: (559) 935-5655

Internet: [Http://www.westhills.cc.ca.us](http://www.westhills.cc.ca.us)E-mail: [renghd@whccd.cc.ca.us](mailto:renghd@whccd.cc.ca.us)

## Western Pacific Truck School

4565 North Golden State Boulevard

Fresno, CA 93722

Phone: (559) 276-1220

Fax: (559) 276-2842

Internet: [www.wptruckschool.com](http://www.wptruckschool.com)E-mail: [nordic@wptruckschool.com](mailto:nordic@wptruckschool.com)